

# VIKING PRODUCT MANUAL

SECURITY &amp; COMMUNICATION SOLUTIONS

## E-60-IP Series

Double Gang Mount  
VoIP Entry Phones

May 15, 2019

### VoIP Entry Phones in 4 Attractive Finishes that Mount in Standard Double Gang Electrical Boxes

The **E-60-IP** Series are compact, vandal resistant VoIP Entry Phones designed to provide quick and reliable handsfree communication for SIP VoIP phone systems with PoE. The **E-60-IP** Series entry phones can be programmed from any Touch Tone phone, PC, or remotely using a static IP address. The Entry phones can dial up to 5 programmable numbers. On-board 2 Amp relay contacts are provided for activating doorstrikes or gate controllers. An optional **RC-4A** Secure Relay Controller can also be used.

The **E-60-IP**'s compact size allows it to be mounted in a standard double gang electrical box. The **E-60-IP** is available in four different attractive finishes to match your door hardware, light fixtures, etc. Replacement **E-60** faceplates (**PNL60**) can be purchased separately and are available in all four standard finishes. The **E-60-IP**'s blue LED continually provides light for locating the push button in dark locations, flashes during dialing and automatically lights again 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-60-IP** Series 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**.

**⚠ Installation requires the assistance of a Network Administrator / IT Technician.**

**E-60-SS-IP**"Brushed Stainless Steel"  
(similar to brushed nickel)Shown with optional **VE-5x5** surface  
mount box & **VE-LIGHT** (not included)**E-60-BN-IP**

"Oil Rubbed Bronze"

(satin dark brown powder  
paint with fine copper metallic)**E-60-WH-IP**

"White"

(satin white powder paint)

**E-60-BK-IP**

"Black"

(fine texture black powder paint)

### Features

- **Compact:** Front panel is the size of a typical double gang mid-size wall plate
- **Mounting:** Flush mounts in a double gang electrical box (2.25" deep x 3.65" wide x 2.84" tall minimum) or surface mounts in a Viking **VE-5x5** (not included, see **DOD# 424**) for mounting to a wall, post or **VE-GNP** Gooseneck Pedestal (**EWP** recommended)
- **Available in 4 standard faceplate finishes:** Brushed Stainless Steel, Oil Rubbed Bronze, Textured Black and Satin White
- **PNL-60 faceplates:** Replacement faceplates with matching screws available in all four standard finishes
- **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 LED indicator**
- **SIP compliant** (see pg 2 for list of compatible IP-PBX phone systems)
- **Outbound Proxy, Authentication ID, Peer to Peer, VLAN Tagging**
- **PoE powered (class 1, <4 watts)**
- **Automatic Noise Canceling (ANC) feature for proper operation in noisy environments**
- **VoIP eliminates the need for "Push to Talk" mode**
- **Network downloadable firmware**
- Can be used with optional **RC-4A** Secure Relay Controller (**DOD 582**)
- Handsfree operation
- 304 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 (-40°F to 140°F)
- Volume adjustments for microphone and speaker
- 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](http://www.VikingElectronics.com)  
Information: 715-386-8861

### Specifications

**Power:** PoE class 1 (<4 watts)**Maximum Sound Pressure:** 89 dB SPL @ 1m.**Dimensions:** Faceplate: 123.8mm x 125.4mm x 4.3mm (4.875" x 4.938" x 0.17"), Phone: 72mm x 46mm x 42mm (2.84" x 1.8" x 1.65")**Shipping Weight:** 0.55 kg (1.2 lbs)**Operating Temperature:** -40°C to 60°C (-40°F to 140°F)**Humidity - Standard Products:** 5% to 95% non-condensing**Humidity - EWP Products:** Up to 100%**Audio Codecs:** G711u, G711a, G722**Network Compliance:** IEEE802.3af PoE, SIP 2.0 RFC3261, 100BASE-TX with auto cross over**Regulatory Compliance:** FCC Part 15, CE, and Canada ICES-3 Class A**Connections:** (1) RJ45 10/100 Base-T, (3) gel-filled butt connectors



## 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-60-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.

**RTP:** Real-Time Transport Protocol is an Internet protocol standard that specifies a way for programs to manage the real-time transmission of multimedia data over either unicast or multicast network services.

**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. The default static IP Address is: **192.168.154.1**

**Subnet:** A portion of a network that shares a common address component. On TCP/IP networks, subnets are defined as all devices whose IP addresses have the same prefix. For example, all devices with IP addresses that start with 100.100.100. would be part of the same subnet. Dividing a network into subnets is useful for both security and performance reasons. IP networks are divided using a subnet mask.

**TCP/IP:** Transmission Control Protocol/Internet Protocol is the suite of communications protocols used to connect hosts on the Internet. TCP/IP uses several protocols, the two main ones being TCP and IP. TCP/IP is built into the UNIX operating system and is used by the Internet, making it the de facto standard for transmitting data over networks.

**TISP:** Telephone Internet Service Provider

**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.

**Wireless Access Point (AP):** A device that allows wireless devices to connect to a wired network using Wi-Fi, or related standards. The AP usually connects to a router (via a wired network) as a standalone device, but it can also be an integral component of the router itself.

**Wireless Repeater (Wireless Range Extender):** takes an existing signal from a wireless router or access point and rebroadcasts it to create a second network. When two or more hosts have to be connected with one another over the IEEE 802.11 protocol and the distance is too long for a direct connection to be established, a wireless repeater is used to bridge the gap.

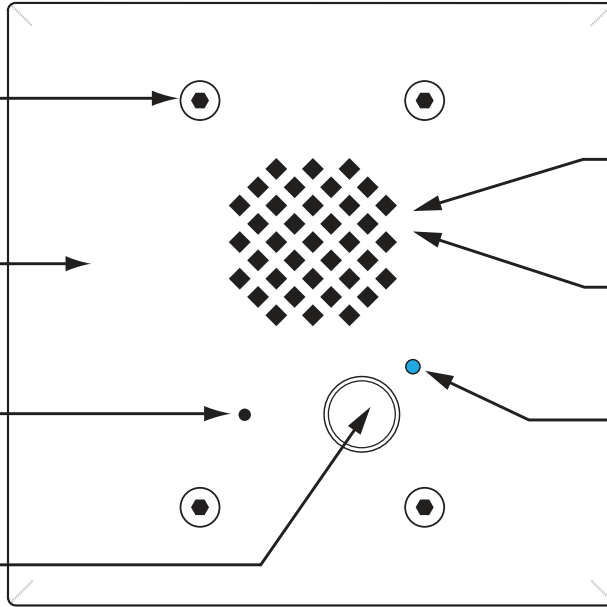
# Features Overview

**Mounting Screws:** (4) 6-32 x 3/4" Marine grade 316 stainless steel, flat head, 5/64" hexdrive screws (included).

**Faceplate Material:** 18 gauge 304 stainless steel. The SS model has a #4 brushed finish, the BK, BN and WH models have a powder painted finish.

**Microphone:** Omni-directional microphone with protective water-resistant cloth.

**Push Button Switch:** Push to initiate call, push again to disconnect. Solid 316 stainless steel internally sealed per IP67.



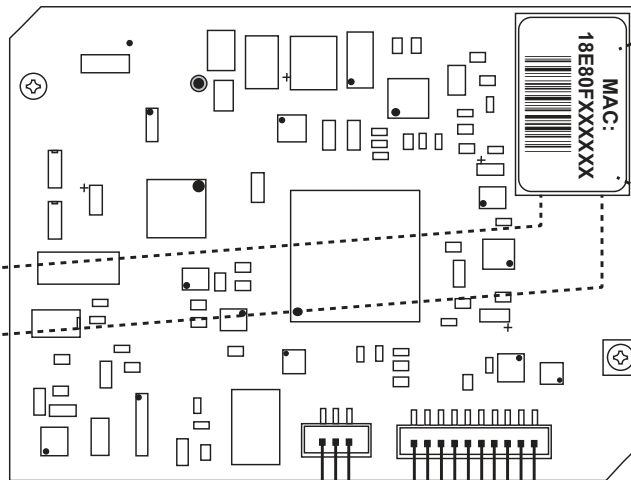
**Front View of the E-60-IP**

**Speaker:** Mylar speaker with rubber gasket to maintain water-tight seal and eliminate water deterioration.

**Speaker Screen:** Speaker screen with 0.018" wide slots to prevent punctures from paperclips, etc.

**Blue Call LED:** Lights steady to help locate the button in low light, flashes during dialing, then lights steady when answered.

**Rear (PCB) View of E-60-IP**



**Green Unit Status LED**

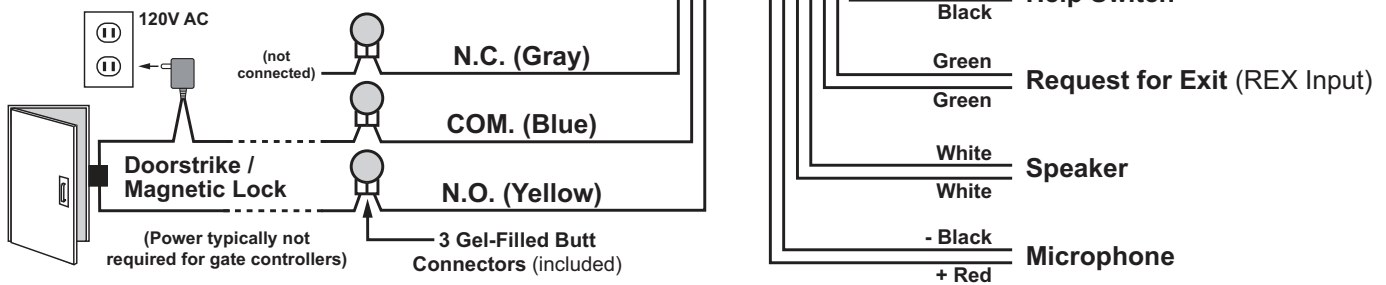
**Yellow Network Status LED:** Lights steady to indicate power and data link. Blinks to indicate network activity.

**PoE LAN Port 10/100, PoE Class 1 (<4 Watts):** Connect to your LAN via RJ45 plug and CAT5 or greater twisted pair wire.

**MAC Address Label:** The MAC address is a unique 12 digit number used by routers to send network traffic to the correct IP address.

**Connect to Optional Doorstrike, Mag Lock, Gate Controller, etc.**

**\* On-Board 2 Amp Relay Output Contacts (2A@30VDC/ 250VAC max)**



**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.

**\* Note:** For applications requiring additional security, a Viking model **RC-4A** remote relay controller can be used. The relay controller is mounted securely inside the building and connected to the same LAN as the **E-60-IP**. For more information on the **RC-4A** Secure Relay Controller, see **DOD 582**.

## Installation

The **E-60-IP** is designed to be flush mounted into a standard double gang rough-in box with minimum inside dimensions of 2.25" deep x 3.65" wide x 2.84" tall. The **E-60-IP** can also be surface mounted using a Viking **VE-5x5** for mounting to a wall, post or Viking model **VE-GNP** gooseneck pedestal, EWP model recommended (not included, see DOD# 424). **WARNING: Do NOT use a typical "wet location box" as not all styles seal properly with the E-60-IP faceplate.**

### A. New Construction Flush Mounting

<b>Step 1.</b>	Front of box should stick out approximately ½" from front surface of wall stud (this may vary depending on the walls sheathing and siding thickness). <b>Caution:</b> <i>Rough-In box must be mounted <b>LEVEL</b> and must <b>NOT</b> stick out beyond the front surface of siding.</i>
<b>Step 2.</b>	To maintain a vapor barrier on outside wall applications (EWP model), caulk around the box, filling any gaps between the box and the rough opening. Apply caulk to any holes in the box around wires, etc.
<b>Step 3.</b>	When installing siding cut a hole just large enough for the Rough-In box opening. <b>Caution:</b> <i>Too large of a hole can cause plate misalignment and compromise the gasket seal.</i> <b>Note:</b> <i>When mounting to 4 inch or less horizontal lap siding, a siding mounting block can be used. Contact siding installer for the correct mounting block.</i> <b>Note:</b> <i>A side mounting block is recommended when mounting to vinyl siding.</i>

### B. Old Work / Remodel Flush Mounting (Using an Allied Molded 9312 Rough-In Box)

<b>Step 1.</b>	Make sure mounting location is free of wall studs, wires, etc.
<b>Step 2.</b>	Place rough-in box <b>LEVEL</b> against siding. Trace outline of box onto siding. <b>Note:</b> <i>When mounting to 4 inch or less horizontal lap siding, a siding mounting block can be used. Contact your siding Installer for the correct mounting block part number.</i> <b>Note:</b> <i>A siding mounting block is recommended when mounting to vinyl siding.</i>
<b>Step 3.</b>	Cut a hole through the siding and wall sheathing just large enough for the rough-in box. <b>Caution:</b> <i>Too large of a hole can cause plate misalignment and compromise the gasket seal.</i>
<b>Step 4.</b>	The front surface of the Rough-In box can be mounted flush against wood siding or can be recessed and mounted flush against wall sheathing when mounting on aluminum, steel or vinyl siding.
<b>Step 5.</b>	When mounting to 5/8 inch thick or less wall sheathing the two attached screws with wing brackets can be used to secure the rough-in box. When mounting to surfaces thicker than 5/8 inch, four standard flat head dry wall screws can be used to secure the Rough-In box through its mounting ears.
<b>Step 6.</b>	To maintain a vapor barrier on outside wall applications (EWP model), caulk around the box, filling any gaps between the box and the rough opening. Apply caulk to any holes in the box around wires, etc.

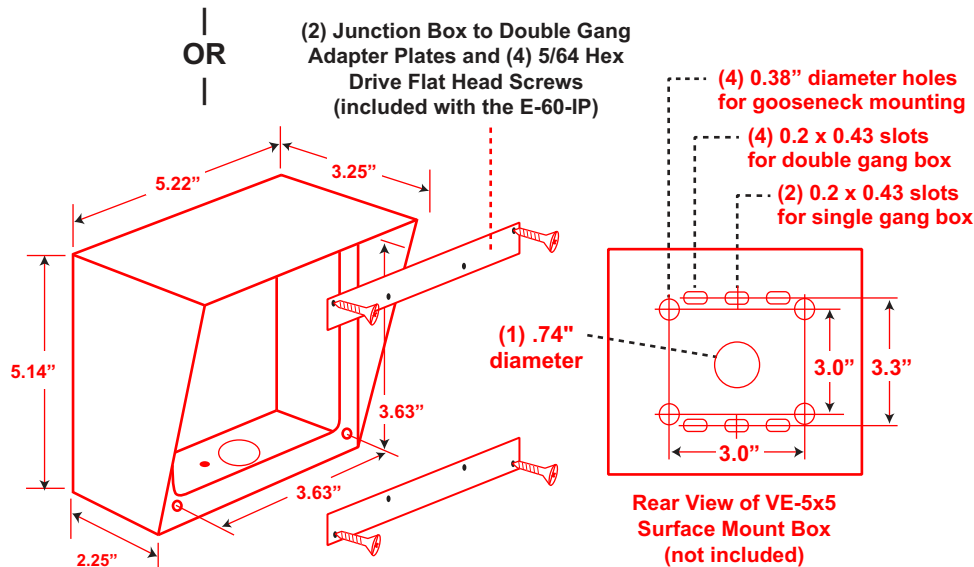
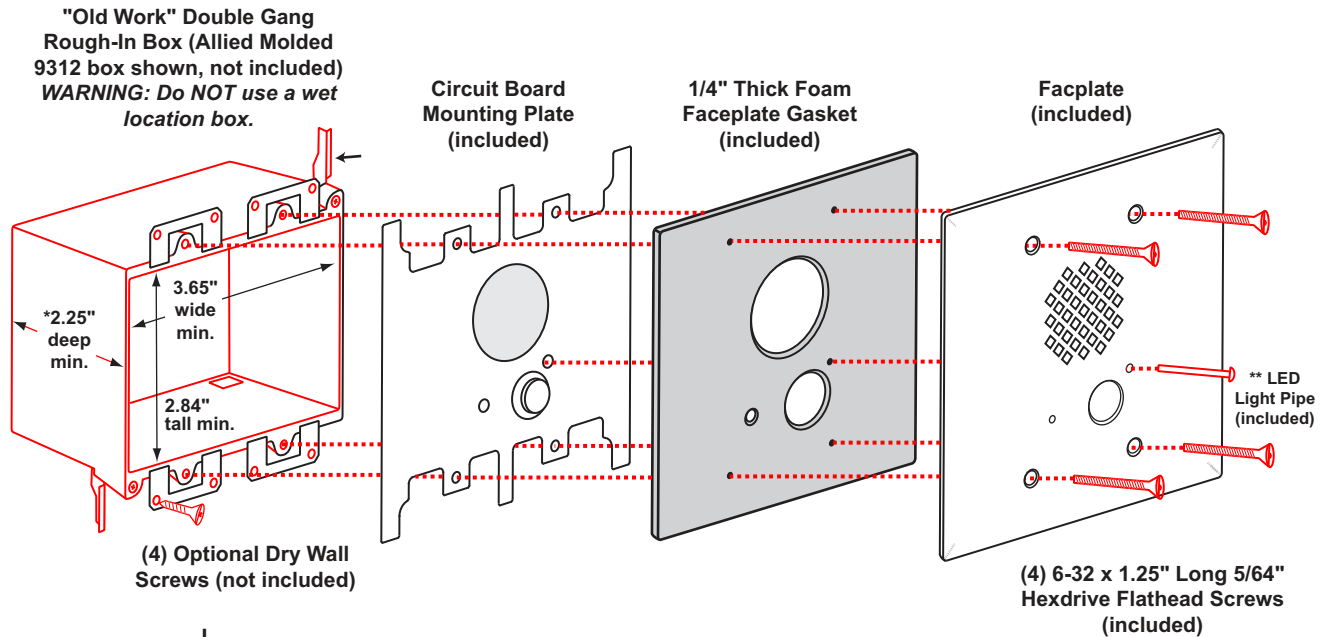
### C. Surface Mounting

A Viking model **VE-5x5** can be used to surface mount an **E-60-IP** to a wall, post or Viking model **VE-GNP** Gooseneck Pedestal (EWP model recommended), see **DOD# 424** for more information on the **VE-5x5** and **VE-GNP**. Drill a small wire exit hole in wall. Pull wire through and seal hole around wire with putty or caulking. Route wire into the **VE-5x5** box, securely screw it to wall or post and seal hole in box around wire with putty or caulking. Attach (2) junction box to double gang adapter plates (included with **E-60-IP**) to top and bottom holes of the **VE-5x5** prior to mounting the **E-60-IP**. **Note:** *Conduit may also be used when surface mounting wire, but should not enter through the top of the **VE-5x5**.* **When routing wiring from above, a drip loop is required.** **WARNING: Do NOT use a typical "wet location box" as not all styles seal properly with the E-60-IP faceplate.**



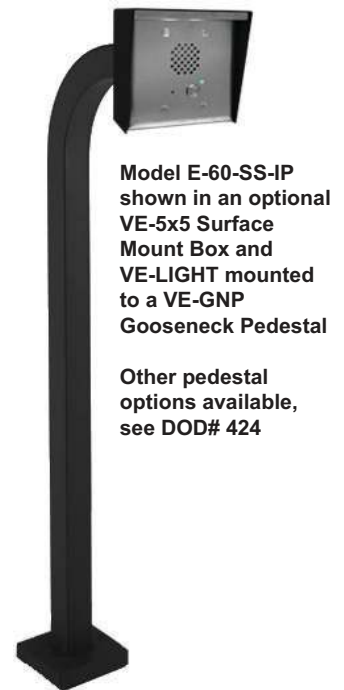
## D. Mounting the Faceplate

After the rough-in box or **VE-5x5** is securely mounted, caulking between the box and rough opening is completed (if required), and wires are connected, remove paper liner from faceplate gasket. While firmly holding the LED light pipe in the faceplate, carefully slide the faceplate gasket over the back of the light pipe and press gasket to the back of the faceplate. Push the 1-1/4" 6-32 screws through faceplate holes and small holes in gasket, the faceplate gasket should retain the screws. Position circuit board mounting plate over screws. Align screws with double gang box bosses and tighten face plate until gasket is fully collapsed and the push button is protruding through the clearance hole in the face plate. Included 1/4" thick gasket will provide an adequate seal for most siding surfaces; however for rough surfaces (ie: brick, stucco, etc.) additional caulking may be required. **Note:** When European CE compliance is required, mount as shown in a metal enclosure.



Optional VE-5x5 Surface Mount Box with black satin powder paint finish, not included (DOD# 424). Optional VE-LIGHT kit can be used to illuminate the faceplate when used with a VE-5x5 (DOD 428).  
**WARNING: Do NOT use a wet location box.**

The optional VE-5x5 Surface Mount Box (above) is designed to be surface mounted to a single gang box, double gang box or VE-GNP Gooseneck Pedestal (shown right). For more information on the VE-5x5 and VE-GNP, see DOD 424.

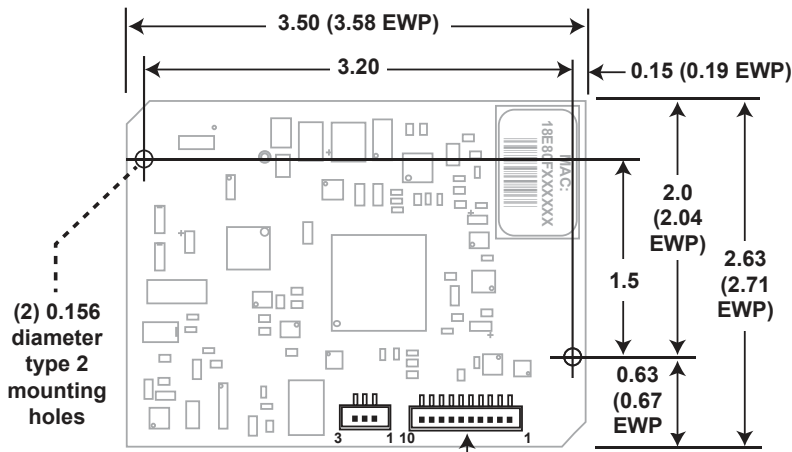


\* **CAUTION:** Excessive wire length and/or using a rough-in box with inadequate depth can apply force to the circuit board causing physical damage.

\*\* **IMPORTANT:** Push LED light pipe into faceplate hole, then place faceplate upside down on a clean flat surface and push down on back side of plate until light pipe is fully seated and straight. **WARNING:** Inserting the light pipe more than one time can cause a loose fit.

## E. Replacement IP Board Kit (Model E-1600-53A-IP)

This is a board (PCB) only kit, no chassis is included. This kit can be used to convert any Viking **E-60** analog phone to a VoIP version. The kit can also be used to replace a damaged IP board in the field. This kit comes in standard and EWP version. The optional EWP version features foam rubber gaskets and boots, sealed connections, gel-filled butt connectors, as well as urethane or thermal plastic potted circuit boards, see **DOD# 859** for more information.



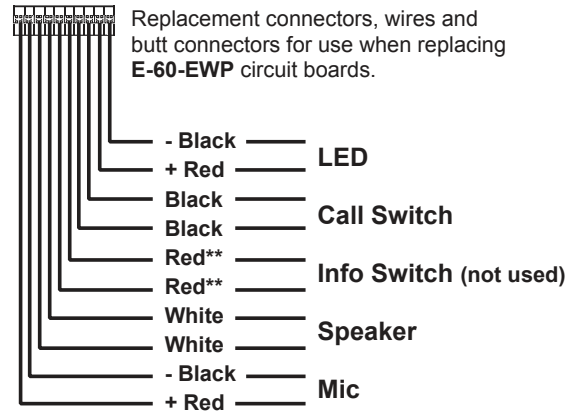
### E-1600-53A-IP Board Specifications

**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.

**FIGURE 1**

Replacement Cable Assembly (included)



#### On-Board 2 Amp Relay Output Contacts Connector

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

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

#### Connector and Wires from Existing Standard E-60 Analog Entry Phone

Black  
Red  
Black  
Black  
Red\*\*  
Red\*\*  
White  
White  
Black  
Red

- OR -

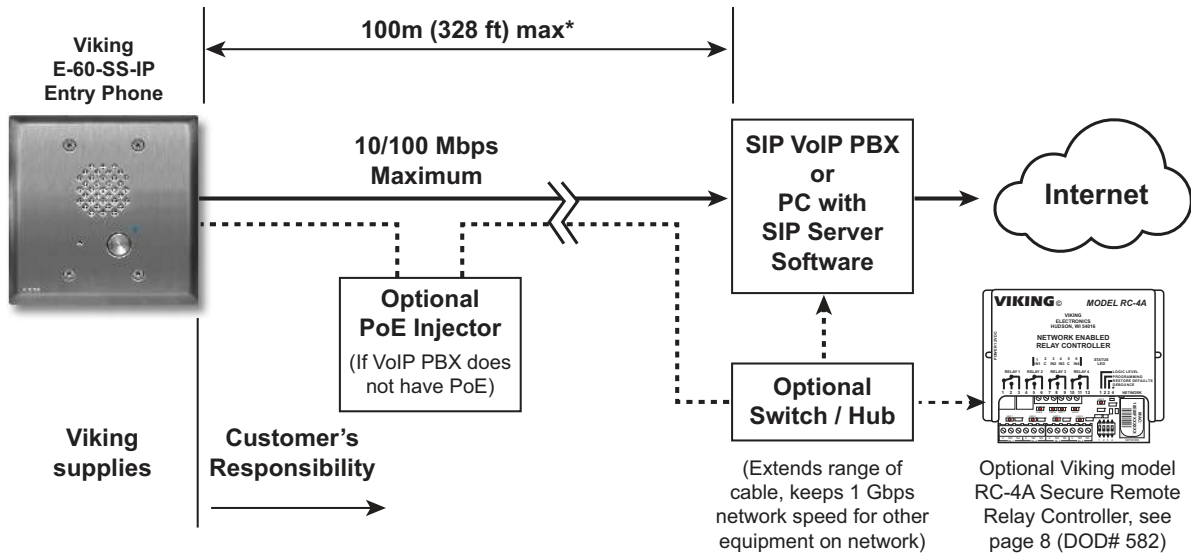
**\*\* Note:** These two red wires are only used on units with an Info button. When installing on a single button unit, cut off these two red wires and discard.

### How to Replace Analog E-60 Circuit Boards:

<b>Step 1.</b>	Cut wires from J1 (10 pin connector) and J2 (2 pin connector).
<b>Step 2.</b>	Remove the two #6 phillips screws fastening the circuit board.
<b>Step 3.</b>	Cut off any stripped wire ends from the replacement cable.
<b>Step 4.</b>	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 <b>FIGURE 1</b> above for wire color and polarity.

**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.

## Typical Installation on SIP Based VoIP Phone System



\* **Note:** A PoE extender can be used for an additional 100 meters per extender. For longer runs (up to 2 km / 1.2 miles) a ethernet to fiber media converter can be used.

## PC Requirements

- IBM compatible personal computer with: Windows 7, 8 or 10
- Adobe Acrobat Reader 8 or higher
- **E-60-IP Series** 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

### Download and install the programming software

1. Go to [www.vikingelectronics.com](http://www.vikingelectronics.com) and enter **E-60-SS-IP** in the search box
2. Click **E-60-SS-IP** in the search results
3. Scroll down the page to Downloads, click **IP Programming Software**
4. Install the programming software by saving or opening the file and then clicking on **setup Viking IP Programming.exe**
5. Follow the prompts on your screen to complete software installation
6. To start the Viking IP Programming application, click on the Viking IP Programming icon on your desktop. The Main screen will appear, allowing the user to program any **E-60-IP** connected to that LAN.

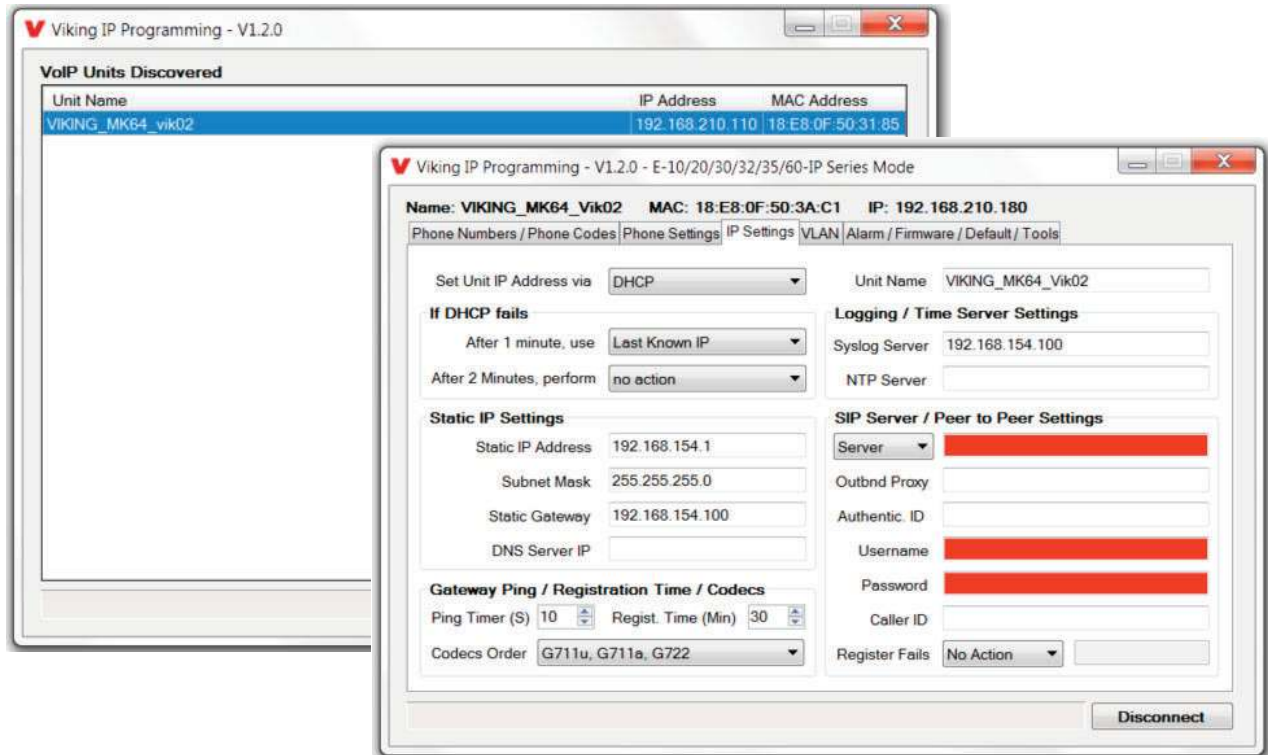
**Note:** PC must be connected to the same LAN as the **E-60-IP**.



## A. Connect / Disconnect

Open the “Viking IP Programming” software on the PC and the start screen shown below will appear. Any Viking IP phones that are connected to the network will appear on the list. Simply select the Entry Phone on the list and click on the “Connect” button at the bottom or double click the selected phone. If the security code of the selected phone is still set to default (845464), the PC software will not require entering a security code to connect to the phone. Entry Phone’s have a default name of “VIKING\_MK64\_Vik02”, so if many phones are connected to the same network that all have the default name, MAC addresses must be used to identify each phone.

When finished programming, click on the “Disconnect” button at the bottom. Closing the program will also automatically disconnect the unit.

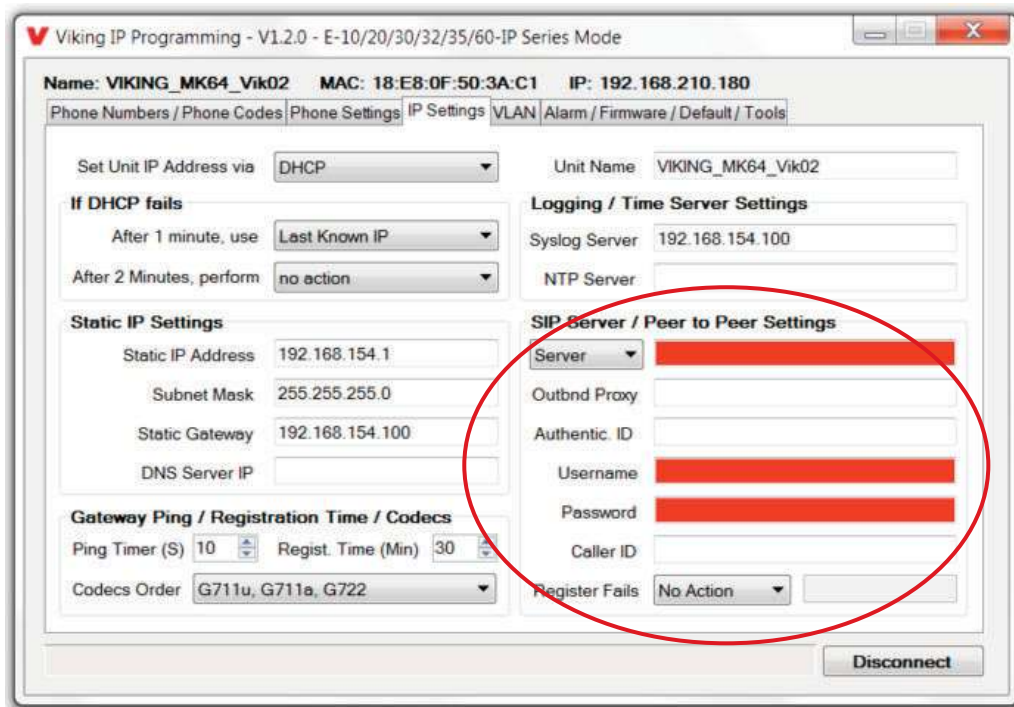


## B. Manually Muting SIP / Network Failure Alarm Beeps (3 beeps repeated every 30 seconds)

With the unit connected and powered (Green LED on and Yellow LED off or blinking) it will output 3 beeps every 30 seconds and turn the Call/Call Connected LED on and off once per second indicating a SIP registration failure, failure to receive an echo reply from pinged gateway or Ethernet connection failure. You can manually disable the beeps by pressing and holding the Call button for 5 seconds (2 beeps will then be heard) or by clicking the “Mute Alarm Until Next Failure” tab in the Viking IP programming software. The LED will continue to flash allowing you to trouble shoot the failure.

## C. Configuring the E-60-IP Network Settings

<b>Step 1.</b>	Open the "Viking IP Programming" software on a windows PC that is connected to the same LAN as the <b>E-60-IP</b> phone to be programmed.
<b>Step 2.</b>	The window in the upper left corner of the menu will show you each <b>E-60-IP</b> 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 <b>E-60-IP</b> phone.
<b>Step 3.</b>	Click the "Connect" button. If a pop up window appears, enter the unit's security code (factory set to <b>845464</b> ) then click "OK".
<b>Step 4.</b>	The program will then read and display the <b>E-60-IP</b> phone's IP and programming settings.
<b>Step 5.</b>	Click on the "IP Settings" tab.
<b>Step 6.</b>	Select the appropriate value Static IP Settings or DHCP for "Set Unit IP Address via". Note: changing the IP address will cause you to have to reconnect to the unit. Enter the values for the fields in "if DHCP fails" or "Static IP Settings" as needed.
<b>Step 7.</b>	Set the "Unit Name", "Logging / Time Server Settings" as needed.
<b>Step 8.</b>	Select Peer-Peer in the "SIP Server / Peer to Peer Settings" to use the unit in Peer to Peer mode. Select Server to register with a SIP registrar server and fill in the "Outbnd Proxy" (SIP Outbound Proxy Server Address, "ip:port"), "Authentic. ID" (SIP Authentication ID), "Username" (SIP Username, <string>), "Password" (SIP Password), and "Caller ID" (SIP Caller ID) with values from your VoIP provider.



### Example 1: On-Premise SIP Phone System

(Panasonic TDE 100/200)

### Example 2: Cloud Based Service Provider

(Voip.ms)

### Example 3: Cloud Based Service Provider requiring Outbound Proxy and Authentication ID (Ring Central)

**SIP Server / Peer to Peer Settings**

Server: 192.168.0.101

Outbnd Proxy:

Authentic. ID:

Username: 117

Password: 9140

Caller ID: Door 1

Re-Resolve on Registration Failure: Disabled

**SIP Server / Peer to Peer Settings**

Server: chicago4.voip.ms

Outbnd Proxy:

Authentic. ID:

Username: 190106

Password: Bear987654

Caller ID: Door 1

Re-Resolve on Registration Failure: Disabled

**SIP Server / Peer to Peer Settings**

Server: sip.ringcentral.com:5060

Outbnd Proxy: sip20.ringcentral.com:5090

Authentic. ID: 16572241020

Username: 17159644561

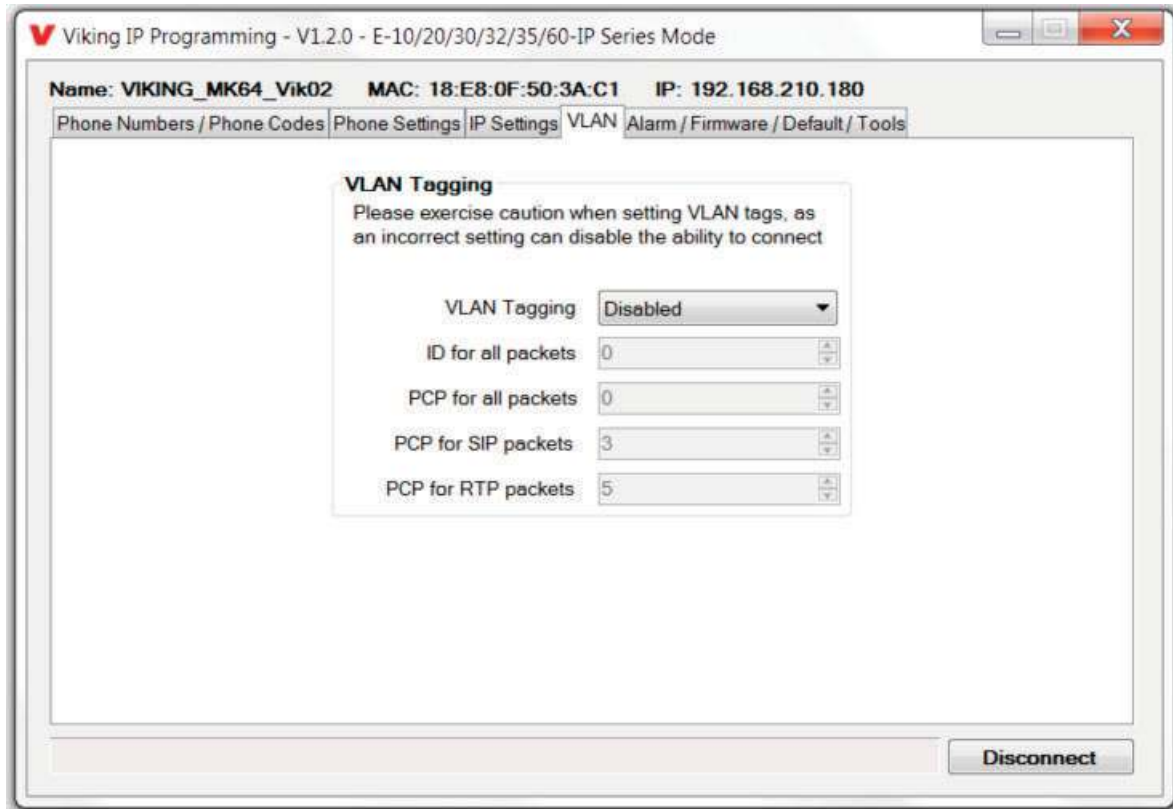
Password: sj8QA28Lp

Caller ID: Door 1

Register Fails: Re-Resolve

## D. Configuring E-60-IP VLAN Settings

<b>Step 1.</b>	Click on the “VLAN” tab
<b>Step 2.</b>	Disable or enable VLAN tagging by setting the value of “VLAN Tagging”.
<b>Step 3.</b>	Set the VLAN tag ID by selecting an integer (1 to 4094) in “ID for all packets”.
<b>Step 4.</b>	Set the Priority Code Point (PCP) value for all not SIP and RTP packets in the “PCP for all packets” input (0 is default, priorities are from low to high: 0, 1, 2, 3, 4, 5, 6, 7). Set the “PCP for SIP packets” (3 is default). Set the “PCP for RTP packets” (5 is default).



## E. Manually Resetting the Security Code to Enter Programming

<b>Step 1.</b>	Power down the <b>E-60-IP</b> phone by disconnecting the LAN Cable (RJ45 plug).
<b>Step 2.</b>	Press and hold the Call button, then reconnect the LAN Cable (RJ45 plug).
<b>Step 3.</b>	Continue to hold Call button until you hear 2 beeps, (approximately 6 seconds). Then release the button. The 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.
<b>Step 4.</b>	The security code is now reset to <b>845464</b> (factory default).
<b>Step 5.</b>	You can now enter programming by following the steps in section <b>A</b> .

## F. Manually Resetting All Network Parameters to Factory Default

<b>Step 1.</b>	Power down the <b>E-60-IP</b> phone by disconnecting the LAN Cable (RJ45 plug).
<b>Step 2.</b>	Press and hold the Call button, then reconnect the LAN Cable (RJ45 plug).
<b>Step 3.</b>	Continue to hold the Call button until you hear 2 beeps, (approximately 6 seconds). Continue to hold Call button until you hear 4 more beeps, approximately 6 seconds later, then release the button. The 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.
<b>Step 4.</b>	You can now enter programming by following the steps in section <b>A</b> .

## Programming Features Index

DESCRIPTION	Section	Page
Connect/Disconnect	A	9
VLAN Settings	D	11
Unit Name	1	13
SIP Server	2	13
Peer to Peer Settings	3	13
Outbound Proxy	4	13
Authentication ID	5	13
Register Fails	6	13
Speed Dial Numbers	7	13
Security code (factory set to 845464)	8	14
ID Number	9	14
Access Code (1 - 6 digits, blank = disabled, factory set to 123456)	10	14
Internal / External Relay (factory set to Internal)	11	15
Relay Mode (Door Strike, Outbound Call, In / Outbound Call, Doorbell, LV-1K Control, Ring, Ring Flash, factory set to Door Strike)	12	15
Relay Activation Command (1 or 2 digits, factory set to **) <b>NOTE: Relay Mode must be set to Door Strike</b>	13	15
Relay Activation Time (0.5 - 99 seconds, factory set to 5 seconds)	14	15
Relay Buzz Volume (1 - 3 or Disabled, factory set to 3)	15	15
Relay Latch Commands (Enabled or Disabled, factory set to Enabled) <b>NOTE: Relay Mode must be set to Door Strike</b>	16	16
Alternating Switch Action	17	16
Speaker Mode (ON, OFF / Silent Monitor or OFF until Answered, factory set to ON)	18	16
Speaker Volume (0 - 9, factory set to 3)	19	16
Ring Volume (0 - 9, factory set to 5)	20	16
Microphone Volume (0 - 9, 0 = Auto, factory set to 5)	21	16
Talk/Listen Delay (VOX) (0.1 - 0.9 seconds, factory set to 0.5 seconds)	22	16
In-Band Audio Call Progress (Enabled, Disabled, factory set to Enabled)	23	16
In-Band Audio Detect Sensitivity (1 - 9, 1 = minimum, 9 = maximum, factory set to 5, power cycle unit after setting)	24	16
Lap Counter ( 1-9 or Disabled, factory set to Disabled)	25	17
Call Length Time Out (disabled or 1 - 9 minutes, factory set to 3 minutes)	26	17
Inbound Call Mode (Disabled, Auto Answer, Auto Answer-Secure, Ring, Ring with AGC, factory set to Auto Answer)	27	17
Ring Cadence (factory set to Normal, 2 seconds on 4 seconds off)	28	17
Dial Next Number on RNA (Ring No Answer) (disabled, 1 - 9 = number of rings, factory set to 7)	29	18
Dial Next Number on Busy (disabled or enabled, factory set to Enabled)	30	18
Send ID Numbers as (RFC 2833 or In Band DTMF, factory set to RFC 2833)	31	18
Call LED Mode (OFF, Entry Phone, Emergency Phone or Emergency Outbound only, factory set to Entry Phone)	32	18
Call LED Control (Automatic or enter * to light, factory set to Automatic)	33	18
Mute Current / Next Alarm	34	19
Permanent Alarm Mute (factory set to Alarm Tones Enabled)	35	19
IP Firmware	36	19
Unit Firmware	37	19
Import/Export	38	19
Clear Unit Settings	39	19
Clear IP Settings	40	20
Diagnostics (used to check mic, speaker and relay operations)	41	20
REX Input	42	20

# Programming Features

## 1. Unit Name

Up to a 31 character unit name can be assigned to the **E-60-IP** being programmed.

## 2. SIP Server

Enter the IP address or URL of your SIP server or service provider in this field. The SIP server IP address is limited to 74 characters. **Note:** *If an alternate SIP server IP address is programmed, the IP address for the SIP server and alternate SIP server will be limited to 31 characters.* **Note:** *If outbound proxy is not required, enter the SIP server IP address into the Outbnd Proxy field.*

## 3. Peer to Peer Settings

When set to Peer to Peer mode, a SIP server is not used. The unit should be programmed with a Static IP Address and Username, a password is not used. Caller ID can be programmed if needed. Simply call the unit by entering the programmed "username@192.168...(Static IP address for the unit)". The static IP address is normally programmed into a page button on the VoIP telephones.

## 4. Outbound Proxy

If your SIP provider requires an outbound proxy IP address enter it in the Outbnd Proxy field. If outbound proxy is not required enter the SIP server IP address into the Outbnd Proxy field. **Note:** *If not required, this field must match your SIP server IP address.*

## 5. Authentication ID

If your SIP provider requires Authentication ID, enter it in the Authentic. ID field. If Authentication ID is not required, leave this field blank.

## 6. Register Fails (Re-Resolve or Alternate Server)

When registered to a SIP server in the event that registration is lost you can program the unit to re-resolve using the current SIP server IP address or route pages through an alternate SIP server. With Alternate Server selected enter the IP address of the alternate SIP server in the field next to the Register Fails drop down box. **Note:** *With an alternate SIP server IP address programmed, the IP address for the SIP server and alternate SIP server will be limited to 31 characters.*

The screenshot shows the 'Viking IP Programming - V1.2.0 - E-10/20/30/32/35/60-IP Series Mode' window. The 'IP Settings' tab is selected, showing fields for 'Speed Dial Numbers' (First through Fifth) and 'Phone Codes' (Security Code (6 digits) 845464, ID Number (0-6 digits) 987654, Access Code (0-6 digits) 123456). A 'Disconnect' button is visible at the bottom right.



**Note:** A majority of the features below can also be Touch Tone (In-Band DTMF) programmed. See DOD 948.

## 7. Speed Dial Phone Numbers

**Note:** Up to 90 digits can be stored in each of the 5 speed dial phone number positions.

The number programmed in the first location under “Speed Dial Numbers” is the telephone or extension number that is dialed when the call button is pressed. Additional numbers (if programmed) will be dialed when there is no answer and the Dial Next No. on Ring No Answer feature is enabled. The **E-60-IP** will also detect busy and move on (Dial Next Number on Busy Enabled). The **E-60-IP** will cycle through the programmed Speed Dial numbers until answered.

## 8. Security Code

The security code allows the user/installer to program the **E-60-IP**. It is recommended that the factory set security code be changed. **Factory Setting:** 845464

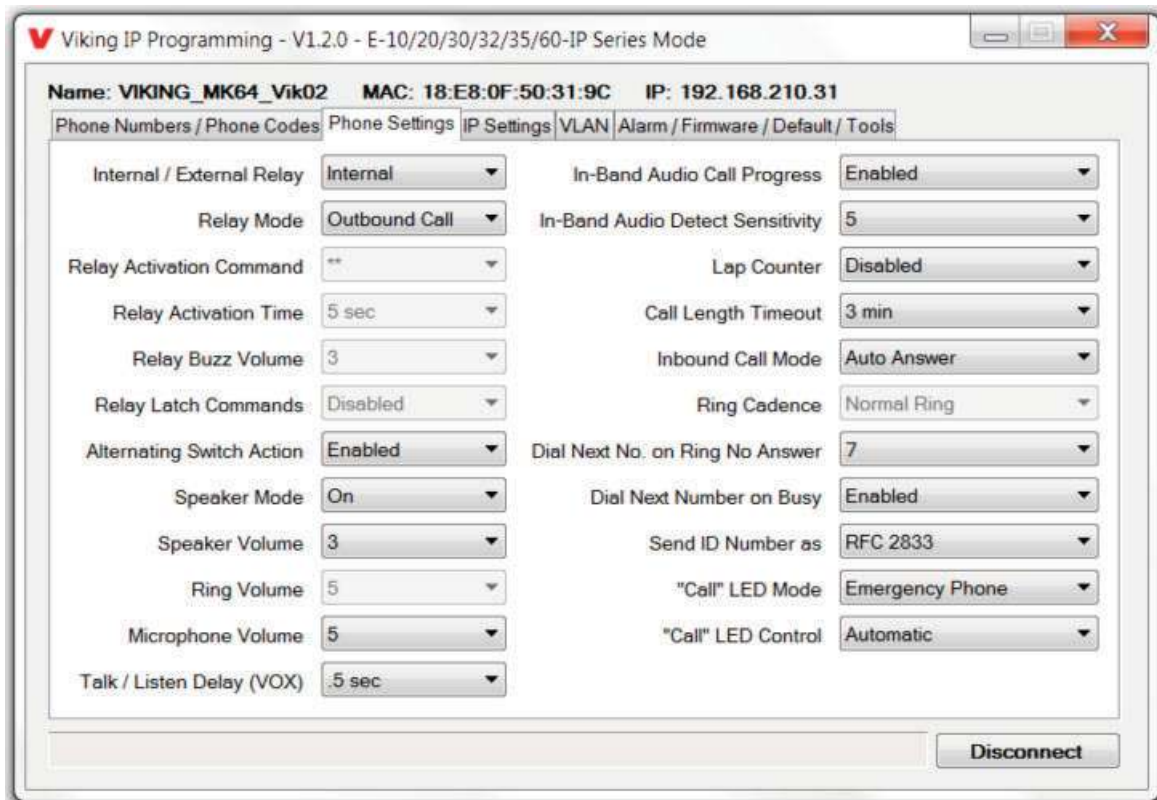
**Note:** The security code must be 6 digits and cannot include a \* or a #.

## 9. ID Number:

The ID Number (1 - 6 digits) is used by emergency personnel to identify the location of the caller and is given out when the receiving party presses a \*. This ID number is transmitted as In-Band DTMF. This can be cleared out by leaving the field blank. **Factory Setting:** 987654

## 10. Access Code

The Access Code is used for remotely operating the relay (Doorstrike, Mag-Lock, etc) by calling into the unit. This code provides basic security and only allows operation of the relays and not the ability to change any of the programming parameters. Once entered, any of the “Remote Access Operation Commands” can be used. The code can be 1 - 6 digits in length and cannot contain a \* or # or match the numbers used for the security code. Simply call the **E-60-IP** (set to auto-answer/auto-answer secure), the unit will automatically answer the line and output one beep. You then enter the programmed 1 - 6 digit access code, 2 beeps should be heard. You can now enter any “Remote Access Operation Commands” (see page 22). This code will also enable audio to/from the speaker and the caller. The access code can be cleared (by leaving the field blank) if this additional level of security is not required. **Factory Setting:** 123456





## 11. Relay Internal / External

With the relay set to “Internal” the **Entry Phone** will activate its on board relay for door strike / gate control. The Relay should be set to “External” for higher security installations when using a Viking remote model **RC-4A** relay controller to activate the door strike / gate controller (see page 22). **Factory Setting:** Internal

## 12. Relay Mode

**Door Strike Mode.** When programmed for Door Strike Mode the relay will momentarily activate for the preprogrammed relay activation time after detecting the correct relay activation command (one or two digit touch tone) from the called party.

**Outbound Call Mode.** When programmed for Outbound Call Mode the relay will activate continuously for the duration of any outbound call from the Emergency/Entry phone. This mode is useful for activating strobe lights for Emergency VoIP phones.

**Inbound/Outbound Call Mode.** When programmed for Inbound/Outbound Call Mode the relay will activate continuously for the duration of any inbound or outbound call to or from the Emergency/Entry phone. This mode is useful for turning on IR flood lights, VoIP phones with cameras, etc.

**Doorbell Mode.** When programmed for Doorbell Mode the relay will momentarily activate the relay for the preprogrammed relay activation time on any outbound call from the Emergency/Entry phone. This mode is useful for activating a door chime, etc. When activating door chimes, a 0.5 - 1 second relay activation time is recommended.

**LV-1K Control Mode.** When programmed for **LV-1K** Control Mode the relay will activate continuously while the Emergency/Entry phone is powered and registered to the SIP server. In the event the unit loses power and/or SIP registration the relay will turn off, activating **LV-1K**'s flashing LED and audible beep signals.

**Ring Mode.** When programmed for Ring Mode the relay will continuously activate while the ringing extension is called. This mode is useful for activating a Viking model **SL-2** strobe light, etc.

**Ring Flash Mode.** When programmed for Ring Flash Mode the relay will momentarily turn on and off in a 400ms on/off cadence while the ringing extension is called. This mode is useful for activating a Viking **LPL-1** Remote Visual Indicator, etc.

**Factory Setting:** Door Strike

## 13. Relay Activation Command

The one or two digit code stored in the Relay Activation Command is the touch tone command that the person being called must enter on their phone in order to momentarily activate the relay to control a doorstrike, mag-lock, gate controller, or other device. The code can contain the characters 0 - 9, # or \*. The code cannot match a relay latching command (\*1, \*0). The code must be entered while the remote phone is communicating with the Speaker phone.

**Factory Setting:** \*\*

## 14. Relay Activation Time

The value stored in the Relay Activation Time is the amount of time the relay will be energized after a correct momentary touch tone command is entered. This number can range from 0.5 - 99 seconds. This also affects timing in Doorbell Mode. **Factory Setting:** 5

## 15. Relay Buzz Volume

The relay activation tone is a buzzing sound that is heard from the speaker when the door strike relay is activated. After the called party enters the correct relay activation command, the called party will hear 2 short confirmation beeps and the entry phone will output a buzzing sound (relay activation tone) while the door strike relay is activated. The tone (buzz) length will match the relay activation time up to a maximum of 5 seconds. The tone (buzz) can be programmed to three different volume settings 1 = Low, 2 = Medium, 3 = High or it can be disabled. **Factory Setting:** 3

## 16. Relay Latch Commands

When set to “Enabled” the Remote Access Operation Commands (\*0 to \*1) to Un-Latch or Latch the relay are enabled. These can be entered on a Inbound call after the access code is dialed (if programmed).

When set to “Disabled” the Remote Access Operation Commands (\*0 to \*1) to Un-Latch or Latch the relay are disabled. Disabling the Latch commands can be useful in applications where you want to eliminate the possibility of inadvertently entering a latch command leaving a gate open/closed, etc. **Factory Setting:** Enabled

## 17. Alternating Switch Action (Panic Button Mode)

With Alternate Switch Action Enabled the CALL button alternately connects and disconnects calls. With Alternate Switch Action Disabled the CALL button connects calls only. Pressing the button again after the call has been initiated will not terminate the call. **Factory Setting:** Enabled

## 18. Speaker Mode

The Speaker Mode can be set to one of the following three modes. **Factory Setting:** ON

**OFF/Silent Monitoring Mode:** In the “OFF” mode the speaker is disabled at all times. However, the speaker can be enabled after communication has been established by entering touch tone command “9#”. The speaker will remain on for the duration of the call.

**ON:** In the “ON” mode the speaker is enabled during In-bound and Out-bound calls.

**OFF Until Answered:** In the “OFF Until Answered” mode the speaker will remain silent during dialing and will not turn on until the called party has answered.

## 19. Speaker Volume

The Speaker volume can be set from 0 - 9, 0 = lowest volume setting, 9= highest volume setting. Adjusting this will set the volume level for incoming/outgoing Phone calls. **Factory Setting:** 3

## 20. Ring Volume

When set to Ring or Ring with AGC, The **Entry Phone** will output a loud ring when it is called. The level can be adjusted from 0-9. **Factory Setting:** 5

## 21. Microphone Volume / Automatic Noise Cancelling Mode

The microphone volume can be set from 1 to 9, 1 = lowest volume setting, 9 = highest volume setting. Alternatively the microphone can be placed in the “Auto” Automatic Noise Cancelling mode. With the mic in the Auto mode, when background noise increases, the mic gain will automatically decrease. When background noise decreases the mic gain will automatically increase. The Auto mode is useful in applications where the background noise level can change drastically. **Factory Setting:** 5

## 22. Talk / Listen Delay (VOX)

This feature selects switching time between talk and listen modes (VOX switching time). The Talk/Listen Delay can be programmed from 0.1 - 0.9 seconds. **Factory Setting:** 0.5 seconds

## 23. In-Band Audio Call Progress

The In-Band Audio Call Progress Detection can be set to enabled or disabled. In-Band Audio Call Progress detection should be enabled in applications where you are making an outbound call through your VoIP phone system and are relying on In-Band analog audio for ringback or busy detection. **Factory Setting:** Enabled

## 24. In-Band Audio Detect Sensitivity

The In-Band Audio Detection level (Sensitivity) can be set from 1 - 9, 1 = minimum setting, 9 = highest setting. Increasing or decreasing the sensitivity may be required in applications where you are making an outbound call through your VoIP phone system and are relying on In-Band analog audio detection. **Factory Setting:** 5

## 25. Lap Counter

With the lap counter disabled, if the **Entry Phone** is programmed to dial the next number on ring-no-answer and/or busy signal, the **Entry 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 **Entry Phone** will cycle through its list of up to 5 Speed Dial 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 **Entry Phone** hangs up. **Factory Setting:** Disabled

## 26. Call Length Timeout

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 or disabled. With the call length disabled, the **Entry Phone** must rely on a call ended signal, busy signal, Ring No Answer limit, or touch tone # to hang-up. **Factory Setting:** 3

## 27. Inbound Call Mode

The Inbound Call Mode determines how the **Entry Phone** handles incoming SIP calls. One option is to generate a loud ring sound through the speaker. The **Entry Phone** can also auto answer a SIP call to transmit a page, control the relay or listen to transmit audio from the microphone. The last option is the silent monitor mode, which allows callers to listen to the transmit audio from the microphone. The “secure” options for auto answer require the callers to dial the access code in order to transmit a page, activate the relay or activate the optional **RC-4A** relays.

**Factory Setting:** Auto Answer

**Disabled** – Inbound SIP calls are not allowed.

**Auto Answer** – Inbound SIP calls are auto answered on the first ring. This can also be used for Silent Monitoring by changing the speaker mode to ‘OFF/Silent Monitor’, See page 16. For more security use the Auto Answer Secure Mode.

**Auto Answer Secure** – In the “Auto Answer - Secure” mode, the phone will automatically answer an incoming call on the first ring. The unit will then output 2 beeps but will not go into two-way voice mode. After the 2 beeps are heard, you will have 10 seconds to enter the pre-programmed 1-6 digit Access Code (see section 10 on page 14). When the correct code is entered, 2 beeps will be heard and the unit will enable the Two-Way Mode (mic and speaker audio). After the correct Access Code is entered, any of the “Remote Access Operation Commands” can be used (see Operation, section B on page 21). **Note:** *If the wrong Access Code is entered or more than 10 seconds have elapsed, the phone will output 3 beeps and disconnect.*

**Ring:** In the “Ring” mode the speaker phone will not automatically answer an incoming call but will output a loud ring signal out of the speaker in a 2 seconds on, 4 seconds off ring pattern. There are four available ring cadences.

**Ring with AGC:** In the “Ring with AGC” mode the speaker phone will not automatically answer an incoming call but will output a loud ring signal out of the speaker in a 2 seconds on, 4 seconds off ring pattern. The phone will automatically increase or decrease the ring volume based on background ambient noise. The call can then be answered by momentarily pressing the call button.

## 28. Ring Cadence

The Ring cadence can be programmed to one of 4 different cadences. **Factory Setting:** Normal

**Normal Ring** (single ring, 2 seconds on 4 seconds off)

**Double Ring** (double ring, 1 second on 0.5 seconds off 1 second on 3.5 seconds off)

**Short-Short-Long** (triple ring, 0.5 seconds on 0.5 seconds off 0.5 seconds on 0.5 seconds off 1 second on 3 seconds off)

**Short-Long-Short** (triple ring, 0.5 seconds on 0.5 seconds off 1 second on 0.5 seconds off 0.5 seconds on 3 seconds off)

## 29. Dial Next Number on Ring No Answer

If enabled and a ring-no-answer is detected, the **Entry Phone** will dial the next programmed Speed Dial number after the programmed amount of rings. A momentary press of the call button will dial the first programmed Speed Dial number. **Factory Setting:** 7 (will redial after 7 rings)

## 30. Dial Next Number on Busy

If enabled and a busy is detected, the speaker phone will dial the next programmed Speed Dial number. A momentary press of the call button will dial the first programmed phone number. **Factory Setting:** Enabled

## 31. Send ID Number as

The I.D. number can be transmitted as RFC 2833 or as In-Band DTMF. **Factory Setting:** RFC 2833

## 32. Call LED Mode

The “Call” LED can be programmed to one of four different modes. **Factory Setting:** Entry Phone

**OFF Mode:** Useful for silent monitoring applications. In this mode the LED will not light during normal operation. It will only light (blink) if it cannot register with the programmed SIP server or while manually resetting all network parameters to factory default.

**Entry Phone Mode:** The LED will remain ON in the idle state, turn off while button is pressed, blink during dialing, light steady when the call is answered, then turn OFF momentarily when the call is completed.

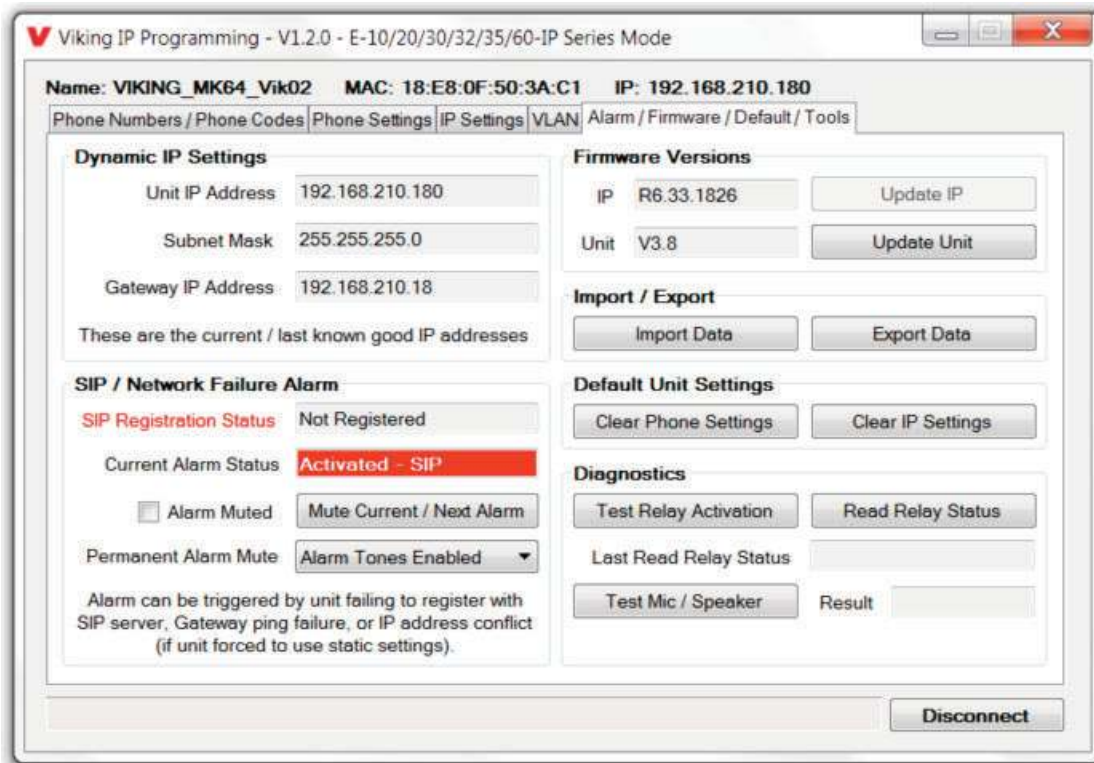
**Emergency Phone Mode:** The LED will remain OFF in the idle state, blink during dialing, light steady when the call is connected, then turn OFF when the call is completed.

**Emergency Phone Outbound Only:** On outbound calls, the LED will remain OFF in the idle state, blink during dialing, light steady when the call is connected, then turn OFF when the call is completed. On in-bound calls, the LED will remain off. This is useful for silent monitoring on inbound calls.

## 33. “Call” LED Control

During outbound SIP calls the “CALL” LED can be programmed to light automatically when the called party has answered or only light after the called party has entered a touch tone “\*”.

**Factory Setting:** Automatic



### 34. Mute Current / Next Alarm

A network failure alarm will be indicated by providing 3 beeps every 30 seconds. A network failure indicates the unit is not registered to the SIP server or there is a communication failure with the gateway. The three beeps can be muted by clicking on “Mute Current / Next Alarm”. The Status LED will continue to flash to assist troubleshooting. The alarm beeps can also be permanently disabled. See Permanent Alarm Mute.

### 35. Permanent Alarm Mute

Selecting “Alarm Tones Disabled” will mute all alarm tones indefinitely. To re-enable alarm tones select “Alarm Tones Enabled”. **Factory Setting:** Alarm Tones Enabled

### 36. IP Firmware

If new **Entry Phone** firmware is available, after opening the programming software a pop window will come up asking you if you would like to update firmware. An alternative method of updating can be done by clicking the IP firmware “Update IP” button. You can then browse to the folder that contains the PIP file for updating the unit’s IP firmware. This method is typically only used when Viking Technical Support has sent you updated IP firmware.

### 37. Unit Firmware

If new **Entry Phone** firmware is available, after opening the programming software a pop up window will ask if you would like to update firmware. Another way to update is accomplished by clicking the Unit firmware “Update Unit” button. You can then browse to the folder that contains the HEX file for updating the unit’s firmware. This method is typically only used when Viking Technical Support has sent you updated firmware.

### 38. Import / Export

The Import / Export feature is useful for backing up all the **Entry Phone’s** programming or for importing programming when installing multiple units with a majority of the same programming.

### 39. Clear Unit Settings

Clicking on the “Clear Unit Settings” button in programming will reset all of the Programming Features back to their factory default settings. **Note:** *This command will not change or reset your IP settings.*

## 40. Clear IP Settings

Clicking on the “Clear IP Settings” will reset all of the IP settings back to their factory default settings. This also clears paging Group settings and Addresses. **Note:** *This will not effect any speaker or paging settings.*

## 41. Diagnostics

The Diagnostics section in the Viking IP Programming can be used to test the functionality of the mic, speaker and the on-board relay. **Note:** *This will not work when relay mode is set to external or Alarm.*

## 42. REX Input

The two green Request for Exit (REX) wires can be wired to a normally open, momentary contact push button switch. With the relay in the Doorstrike Mode, when the push button switch is pressed, the relay will be activated to open the door.

# Operation

## A. “CALL” Button

When the “CALL” button is pressed, the **E-60-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, relay activation commands can be entered or the # key can be used to force the phone to hang-up.

After communication is established, enter the 1 or 2 digit relay activation command (factory set to “\*\*”) to momentarily activate the entry phone (door strike) relay. If the (door strike) relay is activated, a buzz sound will be heard confirming the relay has been activated. If you require the relay to remain on continuously (ie: a truck delivery), enter Touch Tones “\*1” to continuously activate that relay. A double beep will indicate the (door strike) relay is latched on. When the visitor calls in again (ie: they are finished unloading the truck), enter Touch Tones “\*0” to deactivate the relay. A single beep will indicate the (door strike) relay is latched off.

## B. Remote Access Operation Commands

The following commands can be entered after answering an inbound call from the entry phone. The commands can also be entered on an outbound call to the entry phone. After the entry phone auto answers the call, two beeps will be heard. If the access code has been disabled, you can now enter the Remote Access Operation Commands below. If an Access code has been programmed, enter the Access code digits. With the correct code entered, two beeps will be heard and you can now enter the Remote Access Operation Commands below.

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.*

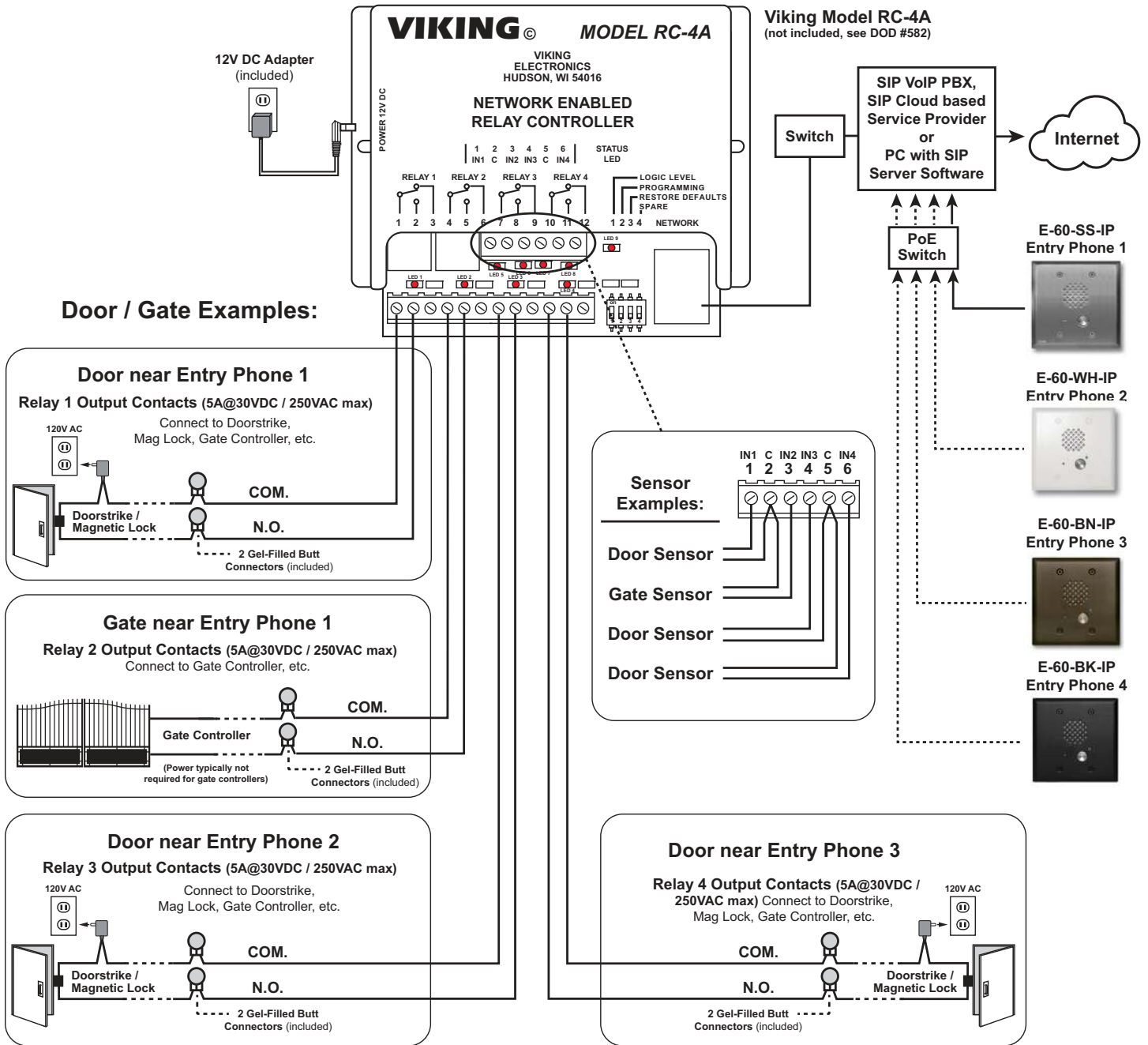
# Troubleshooting

If the unit cannot register with the programmed SIP server, the LED will blink on and off every two seconds, and three error beeps will be heard every 30 seconds until communication is restored. This alerts a potential user of a problem with the device that will prevent an emergency phone call from being made.

You may silence the error beeps, per instance, by pressing and holding the CALL button for 5 seconds or by clicking the “Mute Alarm Until Next Failure” button in the Viking VoIP Programming Software (see section **B** on page 10). The error beeps automatically re-enable once the unit is registered, to alert of any new problems that arise.



# Using a Viking Model RC-4A for Secure Remote Relay Control



For applications requiring additional security, a Viking model **RC-4A** remote relay controller can be used. The relay controller is mounted securely inside the building and connected to the same LAN as the **E-60-IP**. The on board door strike relays would not be used in this case as the **E-60-IP** will send an encrypted message to the **RC-4A** to activate its relays which control the door strikes/gates.

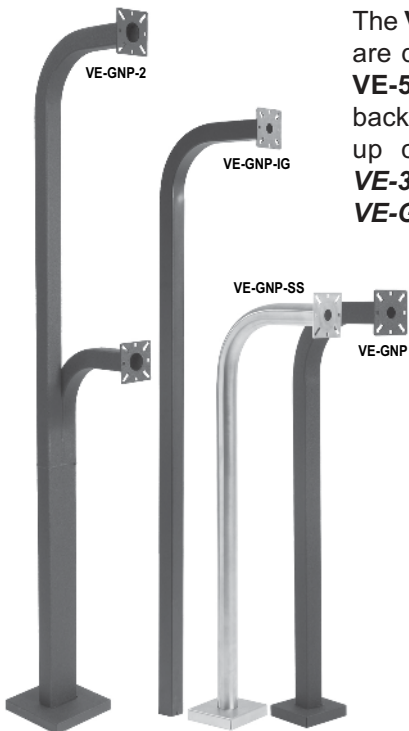
Up to 4 Viking VoIP Entry Phones can communicate with one **RC-4A** allowing you to securely control four entrances.

When using an **RC-4A** for remote relay control the relays should be set to "External" in the PC programming.

**Note:** If the Entry Phone loses communications with the **RC-4A**, the LED on the front panel of the **E-60-IP Series** will flash 3 times every 2 seconds indicating the communication error. If this error occurs, make sure the **RC-4A** is powered, has a network connection and has the correct IP address and security code of the **E-60-IP Series** displaying errors.

## 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-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.

For more information on Viking Surface Mount Boxes and Pedestals, see **DOD 424**.

## Add Panel Lighting to Your Viking VoIP Entry Phone

The **VE-LIGHT** kit adds bright LED illumination to any VoIP entry phone that is housed in a Viking **VE-5x5**, **VE-6x7** or **VE-5x10** enclosure.

The stainless steel bracket is easily mounted using existing holes and hardware. Two bright white LEDs are used as the light source, so there are no filaments to break or bulbs to burn out.

12 VDC power adapter included. Any power source between 12 and 24 volts, AC or DC can be used to supply the **VE-LIGHT** with power.

For more information, See **DOD 428**.



VE-LIGHT shown right with Viking E-60-SS-IP and VE-5x5 (not included)

# 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 through Friday 8:00am to 5:00pm 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-60-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 tests in 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.

### CANADA

This class A digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe A est conforme a la norme NMB-003 du Canada.

**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.