Add Silent Observation to Most Phone Systems

The SO-24A allows supervisors to silently monitor employee phones without disrupting the activity at their workstation. The information gathered may be used for quality purposes, to train, motivate even assist customer service and telemarketing representatives.

A supervisor may enter the conversation by dialing a “*.” A cassette recorder output permits automatic or manual recording of conversations (see page 6, Operation sections D and E).

The SO-24A features improved audio and can now be easily expanded to 240 stations by installing additional 24 line units. The SO-24A can be programmed with a 2, 3 or 4 digit dial up code to match station extension numbers (see page 6, Operation section B).

Features

- 24 station capacity can be expanded to 240 stations at any time
- Compatible with analog PABX/KSU stations
- Configurable for digital phones (requires the SO-24 AK and a dedicated pair of wires between the handset and the SO-24A)
- Monitor stations from an unused phone system line input or to a dedicated single line phone
- Add remote observing with a RAD-AMP Remote Access Device
- Built-in talk assist (dial *)
- Dial up code can be programmed to match the phone system's station or extension numbers
- Cassette recorder output with automatic or touch tone control (see page 6, Operation sections D & E)
- Automatic gain control equalizes in and out-bound conversation levels
- Call progress tones for observing supervisor

Applications

- Telemarketing Centers
- Direct Sales Outlets
- Travel Agencies
- Customer Service Departments
- Airline Employment Services
- Collection Agencies
- Credit Bureaus
- Insurance Companies

Specifications

Power: 120V AC/13.8V AC 1.25A, UL listed adapter provided
Dimensions: 210mm x 159mm x 45mm (8.25” x 6.25” x 1.75”)
Shipping Weight: 1.36 kg (3 lbs)
Environmental: 0° C to 32° C (32° F to 90° F) with 5% to 95% non-condensing humidity
Talk Battery: 40V DC
Connections: (1) RJ21X, (1) 3.5mm (1/8”) audio jack and cable, (1) 2.5mm (3/32”) control jack and cable, (2) RJ-14 type multi-module interconnect and interconnect cord

www.vikingelectronics.com
Information: (715) 386-8861
### A. Single Module Wiring

Punch down the SO-24A in parallel with up to 24 analog lines or stations.

#### Row 1 Lines In
- 1T
- 1R
- 2T
- 2R
- 3T
- 3R
- 4T
- 4R
- 5T
- 5R
- 6T
- 6R
- 7T
- 7R
- 8T
- 8R
- 9T
- 9R
- 10T
- 10R
- 11T
- 11R
- 12T
- 12R
- 13T
- 13R
- 14T
- 14R
- 15T
- 15R
- 16T
- 16R
- 17T
- 17R
- 18T
- 18R
- 19T
- 19R
- 20T
- 20R
- 21T
- 21R
- 22T
- 22R
- 23T
- 23R
- 24T
- 24R

#### Row 2 Unused
- 1T
- 2T
- 3T
- 4T
- 5T
- 6T
- 7T
- 8T
- 9T
- 10T
- 11T
- 12T
- 13T
- 14T
- 15T
- 16T
- 17T
- 18T
- 19T
- 20T
- 21T
- 22T
- 23T
- 24T

#### Row 3 SO-24A
- W/BL
- BL/W
- W/O
- O/W
- W/G
- G/W
- W/BN
- BN/W
- W/S
- S/W
- R/BL
- BL/R
- R/O
- O/R
- R/G
- G/R
- R/BN
- BN/R
- R/S
- S/R
- B/K/B
- BL/BK
- B/K/O
- O/BK
- B/K/G
- GN/BK
- B/K/S
- S/BK
- Y/BL
- BL/Y
- Y/O
- O/Y
- Y/G
- G/Y
- Y/BN
- BN/Y
- Y/S
- S/Y
- V/BL
- BL/V
- V/O
- O/V
- V/G
- G/V
- V/BN
- BN/V
- V/S
- S/V

#### Row 4 To Phones
- 1T
- 1R
- 2T
- 2R
- 3T
- 3R
- 4T
- 4R
- 5T
- 5R
- 6T
- 6R
- 7T
- 7R
- 8T
- 8R
- 9T
- 9R
- 10T
- 10R
- 11T
- 11R
- 12T
- 12R
- 13T
- 13R
- 14T
- 14R
- 15T
- 15R
- 16T
- 16R
- 17T
- 17R
- 18T
- 18R
- 19T
- 19R
- 20T
- 20R
- 21T
- 21R
- 22T
- 22R
- 23T
- 23R
- 24T
- 24R

#### Factory Default 2-Digit Dial Up Code
- 01
- 02
- 03
- 04
- 05
- 06
- 07
- 08
- 09
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22
- 23
- 24

#### User Programmable 2, 3, or 4 Digit Dial Up Code

#### Memory Location:
- #01
- #02
- #03
- #04
- #05
- #06
- #07
- #08
- #09
- #10
- #11
- #12
- #13
- #14
- #15
- #16
- #17
- #18
- #19
- #20
- #21
- #22
- #23
- #24

#### 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.

*Note: When using multiple units, see DOD 943 for a programming chart to manage dial up codes for up to 10 units.*
B. Multi-Module Wiring

**Master Module**

- **POWER**: 13.8V AC (included)
- **STATUS LED**: 1 2 3
- **RJ21X**: Line / Station Connections
- **Tape Recorder Connections**: Multi-Unit Communications
- **DIP Switch 1**: Must be ON in Master Module

**Secondary Module**

- **DIP Switch 1**: Must be OFF in Secondary Module
- **Note**: Connect OUTPUT ports on secondary modules to the INPUT ports of the preceding SO-24A's, continuing from module to module to the Master module using the supplied modular cords.

**Add up to 8 more SO-24A modules for a total of 240 stations.**

**To 24 Monitored Stations or Phones**

**RAD-AMP Remote Access Device (DOD 415)**

**IMPORANT**: Each secondary module MUST be programmed with its own unique set of dial up codes.

**13.8V AC Adapter** (included)

**Note**: Connect OUTPUT ports on secondary modules to the INPUT ports of the preceding SO-24A's, continuing from module to module to the Master module using the supplied modular cords.

**Bridge Clip the First 24 Pairs**

**Digital Recorder** (not included) Installed on Master Only

**Unused PABX/KSU Trunk Port**

**24 Analog PABX/KSU Stations**

**Remote Observing**

**Digital Recorder** (not included) Installed on Master Only

**Bridge Clip the First 24 Pairs**

**B. Multi-Module Wiring**

**13.8V AC Adapter** (included)
Definitions

“66” Punchdown Terminal Block: A connection peripheral used to interface telephone lines easily.

Analog Communication: The type of communication in which a standard residential type phone may be used. The SO-24A can monitor any analog communication path that is compatible with standard analog telecom equipment.

Dial Up Code: The 2, 3 or 4 digit Touch Tone code dialed from the observing phone to listen to a specific analog station or line.

Digital Communication: The type of communication used on digital phone systems in which proprietary phones must be used. The SO-24A can monitor certain digital systems. This requires the SO-24 AK and a dedicated pair of wires between each phone and the SO-24A. The audio must be taken from the digital phone’s receiver (earpiece) for each of the stations to be observed, following the wiring table shown in Wiring section A. Note: When using the “Talk Assist” feature with the SO-24 AK, the outside party will not hear the supervisor, ONLY the inside agent will hear the supervisor. For more information on Digital System Interfaces, see DOD# 819.

Master Module: The primary SO-24A module in a multi-unit configuration (DIP switch 1 ON) or the only module in a single-module system.

Secondary Module(s): Any module(s) in addition to the Master module, used to increase capacity (DIP switch 1 OFF).

Installation

A SO-24A system consists of at least one Master SO-24A module, and as many as nine (9) Secondary modules. Multiple SO-24A modules are interconnected from module to module, using the supplied modular cords, daisy-chaining the modules from INPUT to OUTPUT. If more than one SO-24A module is being installed, it will be necessary to set DIP switch 1 to OFF on each secondary module. The observing phone and optional tape recorder must be connected to the Master module.

Programming

A. DIP Switch Settings

<table>
<thead>
<tr>
<th>Switch</th>
<th>Position</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ON</td>
<td>Master</td>
</tr>
<tr>
<td>1</td>
<td>OFF</td>
<td>Secondary</td>
</tr>
<tr>
<td>2</td>
<td>ON</td>
<td>Program Mode</td>
</tr>
<tr>
<td>2</td>
<td>OFF</td>
<td>Normal Operation</td>
</tr>
<tr>
<td>3</td>
<td>OFF</td>
<td>Record control automatic</td>
</tr>
<tr>
<td>3</td>
<td>ON</td>
<td>Dial “9” to record</td>
</tr>
</tbody>
</table>
From the observing port, any of the stations can be accessed by dialing a programmable 2, 3 or 4 digit Touch Tone dial up code. Stations being observed are unaware that they are being monitored. Automatic gain control equalizes in and outbound conversation levels. If assistance is required, the observer can quickly enter the conversation by dialing a Touch Tone “Q.” An audio out jack provides a microphone level signal for a tape recorder while the record control jack provides remote operation of the tape recorder on command. Additional SO-24A’s may be used to add 24 additional stations or lines at a time. A multi-module configuration of SO-24A’s is capable of supporting 240 lines or stations.

**B. Accessing the Programming Mode**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Set DIP switch 2 to ON for the module being programmed.</td>
</tr>
<tr>
<td>2</td>
<td>Come off-hook on the observing phone and dial a * .</td>
</tr>
<tr>
<td>3</td>
<td>Two beeps will be heard. (Modules not being programmed - status LED’s will turn off)</td>
</tr>
<tr>
<td>4</td>
<td>When finished programming, hang-up and set DIP switch 2 to OFF.</td>
</tr>
</tbody>
</table>

**Note:** For multi-module systems, program each module separately. The status LED for the module being programmed will remain lit, while all other module’s LEDs will turn off.

**C. Setting the Number of Digits (for Dial Up Codes)**

The dial up codes are factory set to two digits (01-24). Each SO-24A in a multi-module configuration needs to be programmed with the same number of digits for all dial up codes. To program the number of digits, use the chart below:

<table>
<thead>
<tr>
<th>To Program...</th>
<th>Step 1:</th>
<th>Step 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>... two digit dial up codes</td>
<td>Access Programming as shown in section B</td>
<td>Enter digits: 2 # 00</td>
</tr>
<tr>
<td>... three digit dial up codes</td>
<td>Access Programming as shown in section B</td>
<td>Enter digits: 3 # 00</td>
</tr>
<tr>
<td>... four digit dial up codes</td>
<td>Access Programming as shown in section B</td>
<td>Enter digits: 4 # 00</td>
</tr>
</tbody>
</table>

**Important:** All SO-24A’s in a system MUST be programmed with the same number of dial up code digits.

**D. Dial Up Codes**

The SO-24A is factory set with the dial up codes for locations 1-24 factory set to 01-24. The dial up codes may be programmed to match the extension number of the line/station being observed or any other numbering scheme as long as all access codes are the same length (see section C). **Important:** Each module must to be programmed with its own unique set of dial up codes. **Note:** When using multiple units, see DOD# 943 for a programming chart to manage dial up codes for up to 10 units.

<table>
<thead>
<tr>
<th>To Program...</th>
<th>Step 1:</th>
<th>Step 2:</th>
<th>Step 3:</th>
</tr>
</thead>
<tbody>
<tr>
<td>... dial up code 231 for location 03</td>
<td>Access Programming as shown in section B</td>
<td>Select 3-digit dial up codes as shown in Programming section C</td>
<td>Enter: 231 #03</td>
</tr>
<tr>
<td>... dial up code 15 for location 15</td>
<td>Access Programming as shown in section B</td>
<td>Select 2-digit dial up codes as shown in Programming section C</td>
<td>Enter: 15 #15</td>
</tr>
<tr>
<td>... dial up code 2714 for location 14</td>
<td>Access Programming as shown in section B</td>
<td>Select 4-digit dial up codes as shown in Programming section C</td>
<td>Enter: 2714 #14</td>
</tr>
</tbody>
</table>

**E. Talk Assist**

The talk assist feature can be activated any time a location is being observed and a “Q” is dialed at the observing phone. To prevent accidental talk assist, the feature may be disabled by entering Q0 while in the programming mode (see section B). Enter Q1 to enable talk assist.

**F. Quick Programming Guide**

<table>
<thead>
<tr>
<th>Description</th>
<th>Enter Digits</th>
<th>+</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>To set dial up codes to two digits (factory setting)</td>
<td>2</td>
<td>#00</td>
<td></td>
</tr>
<tr>
<td>To set dial up codes to three digits</td>
<td>3</td>
<td>#00</td>
<td></td>
</tr>
<tr>
<td>To set dial up codes to four digits</td>
<td>4</td>
<td>#00</td>
<td></td>
</tr>
<tr>
<td>To program dial up codes</td>
<td>2-4 digits</td>
<td>#01-#24</td>
<td></td>
</tr>
<tr>
<td>To enable talk assist option (factory setting)</td>
<td>*1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>To disable talk assist</td>
<td>*0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>To set all programming features and dial up codes to factory settings</td>
<td>###</td>
<td></td>
<td></td>
</tr>
<tr>
<td>To activate the digital recorder automatically when a station is being observed</td>
<td>set DIP switch 3 to ON</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Operation**

From the observing port, any of the stations can be accessed by dialing a programmable 2, 3 or 4 digit Touch Tone dial up code. Stations being observed are unaware that they are being monitored. Automatic gain control equalizes in and outbound conversation levels. If assistance is required, the observer can quickly enter the conversation by dialing a Touch Tone “Q.” An audio out jack provides a microphone level signal for a tape recorder while the record control jack provides remote operation of the tape recorder on command. Additional SO-24A’s may be used to add 24 additional stations or lines at a time. A multi-module configuration of SO-24A’s is capable of supporting 240 lines or stations.
A. Accessing the SO-24A

The SO-24A provides balanced 40V talk battery with dial tone on the observing wire pair. A manager or training supervisor may access the SO-24A observing port dial tone from an unused trunk input on any PABX/KSU or via a dedicated Touch Tone phone. The SO-24A may also be remotely accessed through the RAD-AMP Remote Access Devices, for more information on the RAD-AMP, see DOD# 415.

B. Selecting a Line or Station

Once the observing port is accessed, dial any of the twenty-four to two hundred forty lines or stations by dialing the two, three or four digit dial up code programmed to that station (see Installation chart). Nothing can be heard by the station being observed. Another station may be selected by dialing a “#” followed by another two, three or four digit dial up code. You may also hang up and then re-access the observing port to dial another dial up code.

C. Talk Assist

Though the SO-24A monitors silently, a manager may enter the conversation to provide assistance at any time by dialing a “*.” To prevent accidental interruptions, this feature may be disabled (see Programming section E).

D. Manually Controlled Digital Recording

A remotely controllable digital recorder may be started and stopped when interfaced with the SO-24A using the provided cables (see Installation). To start the recorder, dial a Touch Tone “9.” To stop the recorder, dial a Touch Tone “#” or hang up.

E. Automatic Tape Recording

Set DIP switch 3 to ON (see Programming section A) and all monitored conversations will be recorded. If a multi-module system (Master and Secondary units) are installed, set DIP switch 3 on all modules to ON.

F. Status LED

The status LED will turn off when a Touch Tone is present from the observing phone, and will wink once per second while observing a station.

G. Quick Operation Guide

<table>
<thead>
<tr>
<th>Description</th>
<th>Enter Digits</th>
</tr>
</thead>
<tbody>
<tr>
<td>To select another line or station</td>
<td># + new dial up code</td>
</tr>
<tr>
<td>To join conversation using talk assist feature</td>
<td>*</td>
</tr>
<tr>
<td>To manually start recorder</td>
<td>9</td>
</tr>
<tr>
<td>To stop recorder</td>
<td># or hang up</td>
</tr>
<tr>
<td>To discontinue observing</td>
<td>Hang up</td>
</tr>
</tbody>
</table>

**Applications**

A. Remote Observing

The SO-24A may be used remotely by adding the RAD-AMP to the monitoring output. **Important:** When using this combination, the SO-24A dial up codes can NOT begin with the number 7. This is because “#7” is the hang-up command for the RAD-AMP.
B. Multiple Supervisors

Supervisor 1 Module

13.8V AC Adapter (included)

ViKING® MODEL SO-24A
24 LINE SERVICE OBSERVING UNIT

STATUS LED
MASTER PROGRAM RECORD CONTROL
RJ21X LINE / STATION CONNECTIONS
TAPE RECORDER CONNECTIONS
MULTI-UNIT COMMUNICATIONS
INPUT OUTPUT
RECORD CONTROL OUT
AUDIO OUT

RJ21X Male Jack
(not included)

C.O. Lines

To 24 Monitored Stations or Phones

Punch Down Terminal Block with Split Center
(not included)

Emerson # 66M1-50
Siemon # 66M150
Suttle # SE-66M1-50-C5

Supervisor 2 Module

13.8V AC Adapter (included)

ViKING® MODEL SO-24A
24 LINE SERVICE OBSERVING UNIT

STATUS LED
MASTER PROGRAM RECORD CONTROL
RJ21X LINE / STATION CONNECTIONS
TAPE RECORDER CONNECTIONS
MULTI-UNIT COMMUNICATIONS
INPUT OUTPUT
RECORD CONTROL OUT
AUDIO OUT

RJ21X Male Jack
(not included)

To 24 Monitored Stations or Phones

RAD-AMP
REMOTE ACCESS DEVICE

LINE IN
LINE OUT
OFF
ON

Remote Observing

Unused PABX/KSU Trunk Port

ViKING® REMOTE ACCESS DEVICE

RAD-AMP
REMOTE ACCESS DEVICE

Punch Down Terminal Block with Split Center
(not included)

Emerson # 66M1-50
Siemon # 66M150
Suttle # SE-66M1-50-C5

Bridge Clip the First 24 Pairs Only

To Supervisor 1

Pins 25 & 50
Tip (V/S) and Ring (S/V)

To Supervisor 2

Pins 25 & 50
Tip (V/S) and Ring (S/V)

Observing Station

Observing Phone

Unused PABX/KSU Trunk Port

To 24 Analog PABX/KSU Stations

ViKING® ©
MODEL 24 LINE SERVICE OBSERVING UNIT

© ViKING ELECTRONICS HUDSON, WI 54016
**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, the symptoms, and the conditions that caused the problem. The customer must describe any actions taken to solve the problem.

2. Packaging: Return equipment in original box or in proper packing so that damage will not occur while in transit. The original product boxes are not designed for shipping. An over-pack box is required to prevent damage 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
   HUDDSON, WI 54016

3. Return shipping address: Be sure to include your return shipping address inside the box. We cannot ship to a P.O. Box.

4. RA number on carton: In large print, write the RA 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 Department 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 (RA) number will be issued. This number is valid for fourteen (14) calendar days from the date of issue.

3. After obtaining the RA number, return the approved equipment to your distributor. Please reference the RA number on the paperwork being shipped back with the unit(s), and also the outside of the shipping box. The original product boxes are not designed for shipping - an over-pack box is required to prevent damage in transit. Once your distributor receives the package, they will replace the product over the counter at no charge. The distributor will then return the product to Viking using the same RA number.

4. The distributor will NOT exchange this product without first obtaining the RA 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 (RA) 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 non-EWP products 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.

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 THE REST OF THE AGREEMENT. EACH PROVISION IS A SEPARABLE AND INDEPENDENT ELEMENT OF RISK ALLOCATION AND IS INTENDED TO BE ENFORCED AS SUCH.

---

**FCC REQUIREMENTS**

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the side of this equipment is a label that contains, among other information, a product identifier in the format US.AAEEQNWX. If requested, this number must be provided to the telephone company.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive REN’s on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN’s of all devices must not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total REN’s, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is the part of the product identifier that has the format US.AAEEQNWX. The digits represented by WX are the REN without a decimal point (e.g., 03 is a REN of 3.3). For earlier products, the REN is separately shown on the label.

The plug used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this SO-24A does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If the SO-24A causes harm to the telephone network, the telephone company will notify you in advance that temporary disconnection of service may be required. If advance notice is impractical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

---

**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.