

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

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

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

### RETURNING PRODUCT FOR REPAIR

The following procedure is for equipment that needs repair:

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

### RETURNING PRODUCT FOR EXCHANGE

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

1. Customer must contact Viking's Technical Support at 715-386-8666 to determine possible causes for the problem. The customer MUST be able to step through recommended tests for diagnosis.
2. If the Technical Support Product Specialist determines that the equipment is defective based on the customer's input and troubleshooting, a Return Authorization (R.A.) number will be issued. This number is valid for fourteen (14) calendar days from the date of issue.
3. After obtaining the R.A. number, return the approved equipment to your distributor, referencing the R.A. number. Your distributor will then replace the product over the counter at no charge. The distributor will then return the product to Viking 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.**

### 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 one year from the date of purchase from any authorized Viking distributor or 18 months from the date manufactured, which ever is greater. 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.

**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.

### PART 15 LIMITATIONS

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equip-

ment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio TV technician for help.

In addition, a Class B digital device meets all requirements of the Canadian Interference-Causing Equipment Regulations.

## Installation and Applications

The **DLE-200B** is designed to initiate a call when either port goes off-hook. The port that comes off hook first will receive 2 seconds of dial tone. The other port will then begin ringing until answered (factory default programming). The **"BUSY"** LED will light when either device port is off-hook and will turn off during the duration of the CPC break and/or when both device ports are on-hook. **Note: Dial tone and/or ringdown can be disabled, see Programming sections A-C.** The following sections **A-G** show installation of various applications.

**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. Contact Panamax at (800) 472-5555 or Electronic Specialists Inc. at (800) 225-4876.

### A. Demonstrations

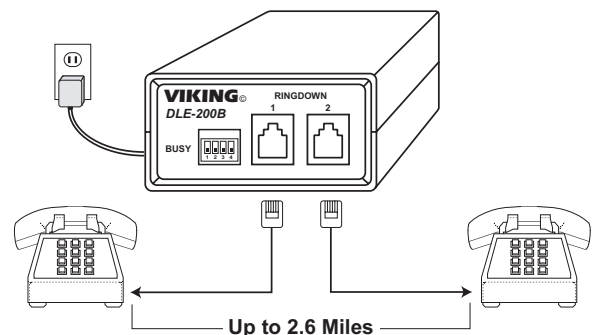
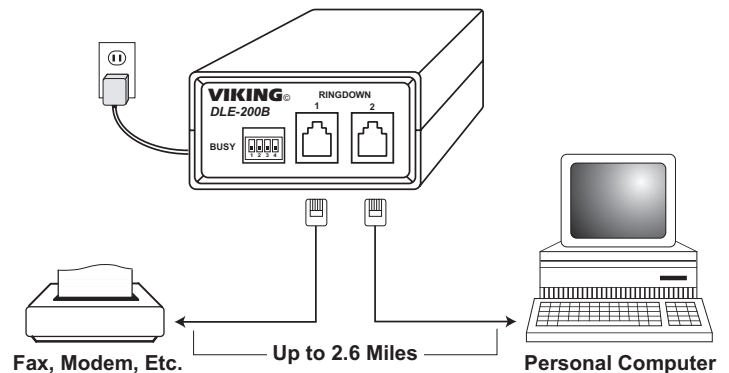
Easily demonstrate the features of fax machines, answering systems, feature phones, modems, key systems, or nearly any analog telecom device. The **DLE-200B** eliminates the need to locate phone lines and disrupt the phone service during demonstration. Demonstrations can be complete and comprehensive but non-disruptive.

**Note:** In fax/modem applications it may be necessary to reduce the volume level by setting **DIP switch 3** to the **ON** position (see **Programming, section A**). This may increase data speed and help eliminate data transmission errors. For modem speeds faster than 28.8 kps, use Viking model **DLE-300**.

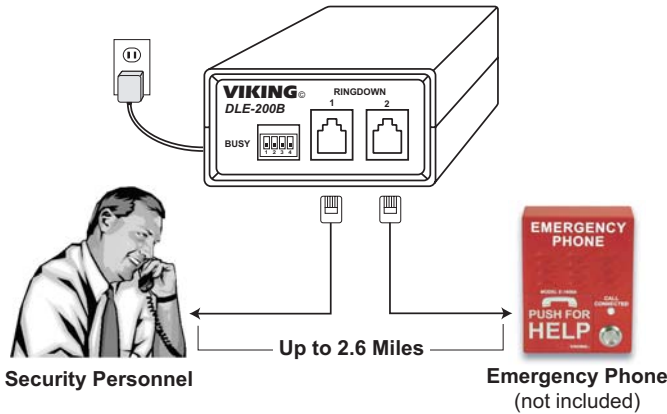
**?** Need More Information on the DLE-300?  
Call (715) 386-4345 and select 607.

### B. Ringdown Applications

When used for ringdown applications, the **DLE-200B** eliminates the need for station circuits, phone systems or C.O. lines. This application is ideal for courtesy phones, infra and inter-office communications, warehouse and elevator phones.



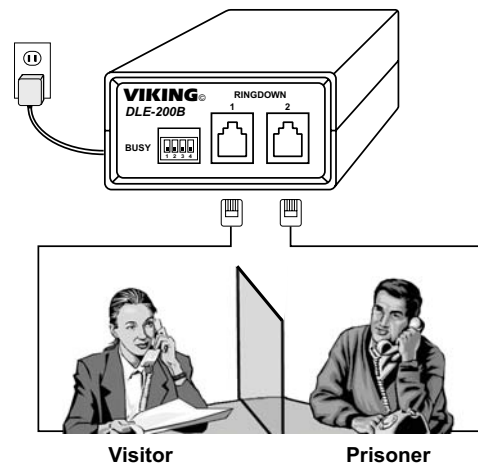
### C. Emergency Applications



When used with emergency phones, the **DLE-200B** saves the expense of dedicated phone lines. When the button on the emergency phone is pushed, the **DLE-200B** will provide ringing to a security phone.

**?** Need More Information on Emergency Phones?  
Call (715) 386-4345 and select 215.

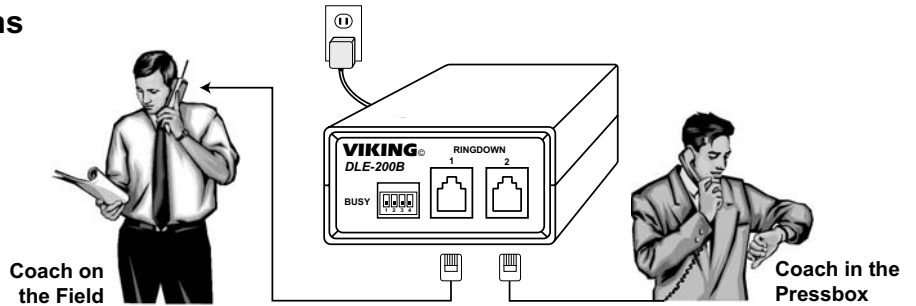
### D. Prison Phone Applications



For prison applications, the **DLE-200B** saves the need for dedicated phone lines. Prisoners can converse with visitors phone to phone without dial tone or ringing. **Note:** Internal dipswitch 1 must be ON, enabling the ring down and dial tone off mode (see **Programming section B**).

### E. Press Box/Coaching Applications

In professional sporting events, the teams have coaches on the field and coaches in the pressbox. A **DLE-200B** allows them phone to phone communication without having to install phone lines throughout a stadium.



### F. Golf Applications

In this application, your food can be ready when you come in from golfing. A **Viking** handsfree phone installed on the 9th and 18th holes will allow golfers to call the clubhouse restaurant through a **DLE-200B**, and place an order. When finished golfing, their orders will be ready. Example at right: Viking model **E-10-EWP** with optional **VE-5x5** backbox and **VE-GNP** gooseneck pedestal.

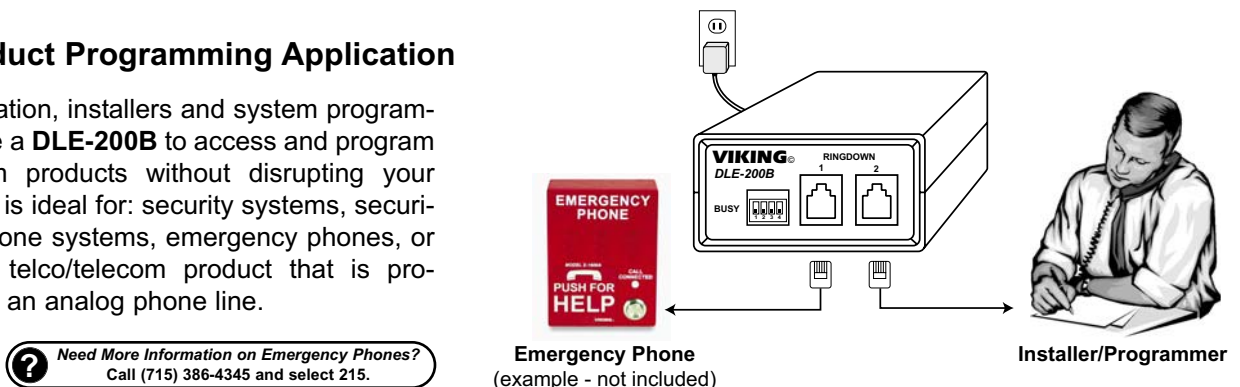


**?** Need More Information on the E-10-EWP?  
Call (715) 386-4345 and select 210.

**?** Need More Information on the VE-5x5 and VE-GNP?  
Call (715) 386-4345 and select 424.

### G. Telco Product Programming Application

In this application, installers and system programmers can use a **DLE-200B** to access and program your telecom products without disrupting your phones. This is ideal for: security systems, security panels, phone systems, emergency phones, or any kind of telco/telecom product that is programmed via an analog phone line.

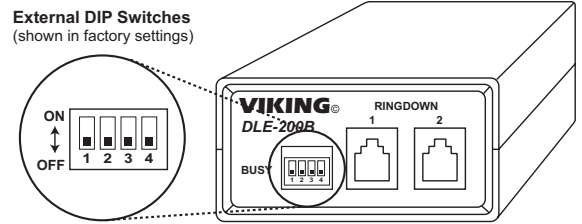


**?** Need More Information on Emergency Phones?  
Call (715) 386-4345 and select 215.

# Programming

Several features can be selected by changing the external DIP switch settings on the front of the **DLE-200B**, or by changing the internal DIP switch settings. The **DLE-200B** is shipped in factory default programming for standard ringdown applications.

**Important:** The **DLE-200B** components are sensitive to static electricity. Personnel and the work area should be grounded before handling.



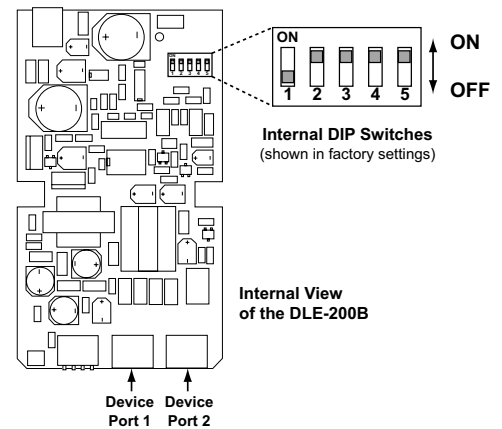
## A. External DIP Switch Programming

Switch 1	Switch 2	Ringling Cadence
ON	ON	Long-Long (1 sec ON, 200ms OFF, 1 sec ON, 4 sec OFF)
OFF	ON	Short-Short-Long (500ms ON, 200ms OFF, 500ms ON, 200ms OFF, 1 sec ON, 4 sec OFF)
ON	OFF	Short-Long-Short (500ms ON, 200ms OFF, 1 sec ON, 200ms OFF, 500ms ON, 4 sec OFF)
OFF	OFF	2 seconds ON, 4 seconds OFF (factory default)

Switch	Position	Description
3	ON	Decreases audio volume by 9 dB, may increase fax/modem connection speed, help eliminate data errors
3	OFF	Standard audio volume (factory default)
4	ON	Immediate ringdown mode (no dial tone before ringdown)
4	OFF	2 seconds of dial tone before ringdown (factory default)

## B. Internal DIP Switch Programming

Switch	Position	Description
1	ON	Ring down and dial tone off
1	OFF	Ring down and dial tone enabled (factory default)
2	ON	Ring until answered (factory default)
2	OFF	Maximum ring count of 5
3	ON	Enables CPC break after hangup (factory default)
3	OFF	Eliminates the CPC break after hangup
4	ON	2 second CPC break time (factory default)
4	OFF	150ms CPC break
5	ON	Two-way ringdown (factory default)
5	OFF	One-way ringdown: Rings from device 1 to device 2 only



**Important:** The **DLE-200B** components are sensitive to static electricity. Personnel and the work area should be grounded before handling.

# Related Products

## Provide Convenient Handsfree Communication



The **E-10** and **E-20A** are telephone line powered speaker phones designed to provide two-way handsfree communication. The **E-10** and **E-20A** can be connected directly to a C.O. line or analog PABX/KSU station when used in conjunction with a Hot-Line Dialer or programmed ring down circuit. The **E-10** and **E-20A** can also be used with Viking's **DLE-200B** ring down circuit. When the "Call" button is pressed, the **E-10** or **E-20A** will come off-hook and will remain off-hook until a CPC is detected or the pre-selected time-out has elapsed. The unit will then automatically disconnect. For outdoor or harsh environments, the **E-10** and **E-20A** are available with Enhanced Weather Protection (**EWP**). **Note:** The **E-10** and **E-20A** are not compatible for communication to each other. A standard phone should be used on one side of the **DLE-200B**.

Product Support Line...715.386.8666

Fax Back Line...715.386.4345

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.