

VIKING PRODUCT MANUAL

COMMUNICATION & SECURITY SOLUTIONS

Answer Your Door or Gate from the Safety of Any Phone in Your Home or Business

The **W-Series** handsfree doorboxes are available in three different chassis configurations. The **W-1000** has an aluminum faceplate with black textured powder paint and call progress LED. The **W-2000A** provides a surface mount light grey UV stable plastic chassis. The **W-3000** provides an attractive vandal resistant stainless steel faceplate and call progress LED. The **W-Series** are designed to interface directly with an unused analog telephone line input of phone system. One or two doorboxes can also share an existing phone line when used with a **C-1000B** doorbox controller.

When the "Call" button is pressed, the doorbox generates a standard or custom ring cadence of an adjustable number of rings. For noisy environments, the doorbox's new louder speaker output and "Push-to-Talk" feature can be used.

The **EWP** versions share all of the features of the standard **W-Series** in addition to Enhanced Weather



**W-1000/
W-1000-EWP**
Flush Mount
Black Powder
Painted Aluminum



**W-2000A/
W-2000A-EWP**
Surface Mount Light
Grey UV Stable
Plastic Chassis



**W-3000/
W-3000-EWP**
Flush Mount
Brushed 316
Stainless Steel

Protection (EWP) for outdoor installations where the unit is exposed to precipitation or condensation. EWP products feature foam rubber gaskets and boots, sealed connections, gel-filled butt connectors, as well as urethane or thermal plastic potted circuit boards with internally sealed, field-adjustable trim pots and DIP switches for easy on-site programming. For more information, see **DOD 859**.

Features

- **W-1000 Faceplate:** Vandal resistant 12 gauge louvered aluminum with weather resistant black textured powder paint and UV stable white silk screened graphics.
- **W-2000A Chassis:** Impact resistant, UV stable, light grey Gelyol plastic with black UV stable pad printed graphics. Surface mount only.
- **W-3000 Faceplate:** Vandal resistant 14 gauge louvered 316 marine grade stainless steel with #4 brushed finish and permanent laser etched graphics.
- Connect to a phone system's unused trunk input, FXO port or a Viking **C-1000B** Controller
- **Weather Resistant Features:** Marine grade 316 stainless steel screws and push button switch (**W-1000/W-3000**). Switch internally sealed per IP67. Mylar speaker. Self-draining mic mount. Faceplate, mic and speaker gaskets.
- Blue call progress / night light LED (**W-1000/W-3000**)
- High output speaker amplifier with volume adjustment
- Microphone volume adjustment POT
- 40 volt talk battery
- 20 Hz ring generator (6.0 REN ring load maximum)
- Selectable ring cadence (standard, double, short/short/long, or short/long/short)
- **Selectable number of rings (2, 3, 10 or 30)**
- Selectable "Push-to-Talk" feature for noisy environments
- Operating temperature range: -15°F to 130°F
- EWP versions are designed to meet IP66 Ingress Protection Rating (see **DOD 859** for more info)

Applications

- Ideal for noisy locations in "Push-to-Talk" mode
- Commercial, industrial or residential door security
- Door or gate communication
- Truck stop/gas station fuel island communication
- Use with the **C-1000B** controller for single line residential systems or when the operation of door strikes or gate openers is necessary (see **DOD 155**)

www.VikingElectronics.com
Information: 715-386-8861

Specifications

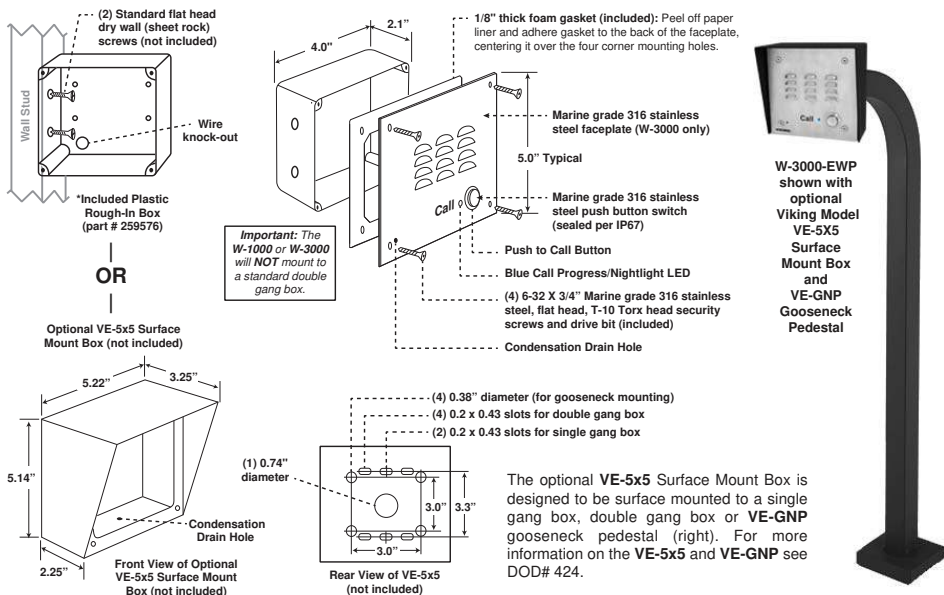
Power: 120V AC/13.8V AC 1.25A UL listed adapter provided
W-1000/W-3000 Dimensions: Overall - 5.0" x 5.0" x 2.25" (127mm x 127mm x 57.2mm) Plastic Rough-In Box - 4.0" x 4.0" x 2.12" (102mm x 102mm x 54mm)
W-2000A Dimensions: 5.5" x 4.5" x 1.7" (140mm x 115mm x 43mm)
Shipping Weight: 4 lbs (1.81 Kg)
Operating Temperature: -15°F to 130°F (-26°C to 54°C)
Humidity - Standard Products: 5% to 95% non-condensing
Humidity - EWP Products: Up to 100%
Ringer Output: 20 Hz, 6.0 REN load maximum
Maximum Line Loop Length with 24 AWG Twisted Pair: 6300 ft (1.9 Km)
Maximum Power Run Length with CAT5 Wire: 1 pair = 150ft, 2 pair = 300ft, 3 pair = 450ft **Note:** Power run length may be increased, see **Wiring** section
Connections: (4) gel filled butt connectors

Installation

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

A. Mounting the W-1000 and W-3000

Caution: When warm air comes in contact with cold surfaces, such as outside walls, it causes condensation. To help prevent condensation from accumulating inside the **W-1000/3000**, bring conduit into the bottom of the unit. If this is not possible, drill a 1/4" diameter hole in the bottom of the plastic rough-in box.

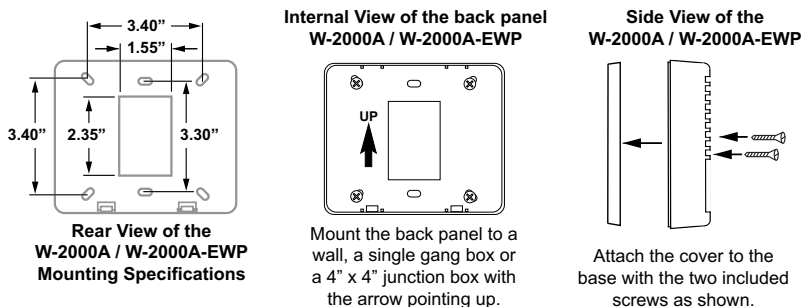


* Note: The plastic rough-in box (part # 259576) may be purchased separately in advance. Go to www.vikingelectronics.com and click on "spare parts". Note that (1) plastic rough-in box comes with the unit.

B. Mounting the W-2000A

The **W-2000A** and **W-2000A-EWP** are designed to be surface mounted to a single gang box (not included), a standard 4" x 4" electrical junction box (not included), or directly to a wall or flat sided post.

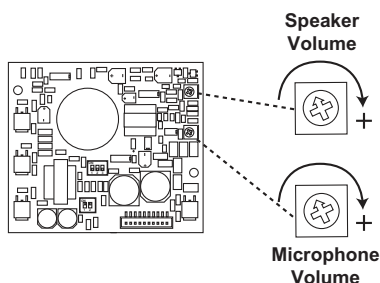
Note: For outdoor applications apply a bead of caulk between back panel and wall.



D. Microphone and Speaker Volume Adjustment POTs

In certain noisy locations, the microphone volume may need to be decreased. A microphone POT (see right) is provided on the **W-Series Doorbox**'s circuit board to increase or decrease the microphone volume. However, in extremely noisy locations the microphone POT adjustment may not be enough to allow two-way talk path. In this case the "Push-to-Talk" mode should be used as shown above (see **Programming** section C).

Note: Both POTs come factory set in the middle position. A speaker volume POT is also provided for increasing or decreasing the speaker audio as needed.



Operation

In the idle state, the **W-Series Doorbox** provides 24V DC talk battery. The LED (**W-1000/3000** only) remains lit for night time visibility.

When the "Call" button is pressed, the **Doorbox** generates a standard or custom ring cadence (adjustable from 2-30 rings). The LED will turn off and then begin flashing during ringing. When the call is answered, ringing will stop and the LED will light steady. When the called party hangs up, the LED will turn off momentarily and then remain lit for the idle state.

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 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 Product Manual 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 (RA) 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.

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.