

# VIKING

# TECHNICAL Practice

**TELECOM SOLUTIONS FOR THE 21ST CENTURY**

## VE-Series

**Surface Mount Boxes and Pedestals**

August 8, 2006

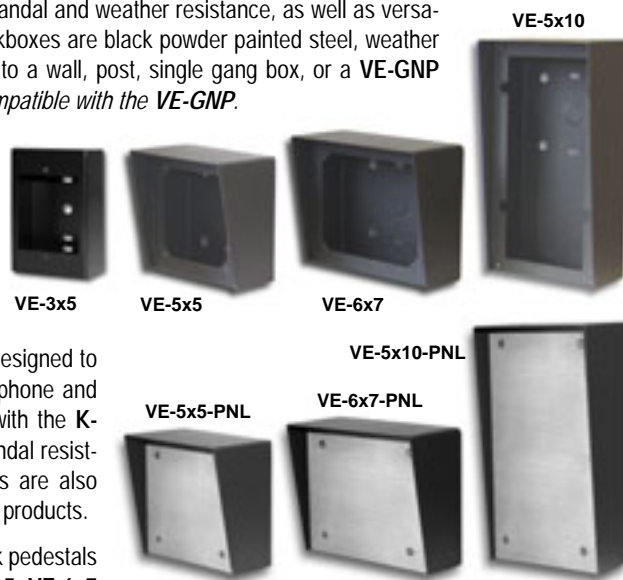
## Surface Mount Viking Products While Maintaining Weather and Vandal Resistance

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 black powder painted steel, weather resistant boxes 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.*

The VE-3x5 is designed to be used with the E-40 Series entry phones. The VE-5x5 is designed to be used with the E-10, E-15 and E-30 handsfree phones, the E-1600-20A emergency phone, as well as the W-1000 and W-3000 handsfree doorboxes. The VE-6x7 is designed to be used with the K-1700-3 handsfree phone and the VE-5x10 is designed to be used with the K-1500-7, K-1900-7 and the K-1900-8 vandal resistant phones. The VE-Series backboxes are also compatible with EWP versions of these products.

The VE-GNP and VE-GNP-2 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 or VE-GNP-2.* 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 HID-1 card reader, keypad or switch. The kits come complete with box, gasket, panel and screws.

*Caution: Handsfree phones are not suitable for noisy applications (see page 2).*



## Features

- Surface mounts to a wall, post or single gang box
- VE-5x5 mounts to a single or double gang box
- VE-5x5, VE-6x7 and VE-5x10 mount to the VE-GNP or VE-GNP-2 gooseneck pedestals
- VE-PNL's blank aluminum panels are easy to modify
- Adds weather and vandal resistance
- Heavy duty, black powder painted steel

Model	Shipping Weight (each)
VE-3x5	0.45 Kg (1 lb)
VE-5x5 / VE-5x5-PNL	0.9 Kg (2 lbs)
VE-6x7 / VE-6x7-PNL	0.9 Kg (2 lbs)
VE-5x10 / VE-5x10-PNL	1.36 Kg (3 lbs)
VE-GNP	5.9 Kg (13 lbs)
VE-GNP-2	13.6 Kg (30 lbs)
VE-5x5-PNL	0.9 Kg (2 lbs)

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<http://www.vikingelectronics.com>

Phone... 715.386.8861

## Applications

- The VE-Series Surface Mount Boxes are designed to surface mount the following products:

Model	Fax Back #	VE Model
E-10/EWP	210	VE-5x5
E-15	210	VE-5x5
E-30/EWP	212	VE-5x5
E-40/EWP Series	187	VE-3x5
E-1600-20A/EWP	215	VE-5x5
K-1500-7	352	VE-5x10
K-1700-3/EWP	157	VE-6x7
K-1900-7	360	VE-5x10
K-1900-8	362	VE-5x10
W-1000/EWP	170	VE-5x5
W-3000/EWP	180	VE-5x5

- The VE-GNP and VE-GNP-2 Gooseneck Pedestals can not be used with the VE-3x5

## 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 to Friday 8am - 5pm central standard 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 P.O. 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.**

### 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, whichever 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.

Viking's sole responsibility shall be to repair or replace (at Viking's option) the material within the terms stated above. VIKING SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING DIRECTLY OR INDIRECTLY FROM ANY BREACH OF ANY WARRANTY EXPRESSED OR IMPLIED, OR FOR ANY OTHER FAILURE OF THIS PRODUCT. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to you.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY EXCLUDED BEYOND THE ONE YEAR DURATION OF THIS WARRANTY. Some states do not allow limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

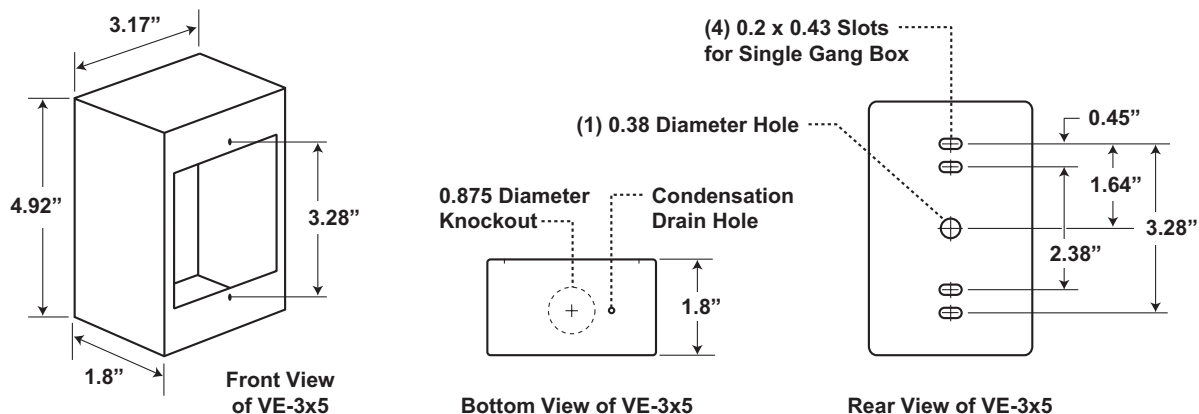
## Installation and Specifications

**Important:** The Viking handsfree phones cannot be used in applications where there is a high level of background noise, such as a diesel truck idling. At these levels, the user will experience "one way talk path" and not be able to hear the person at the distant end. In applications where there is a high level of background noise, the model **K-1900-7**, **K-1900-8**, **W-3000** (in push-to-talk mode) or **E-30-PT** are recommended.

### A. VE-3x5 Surface Mount Box

**Material:** 16 gauge CRS

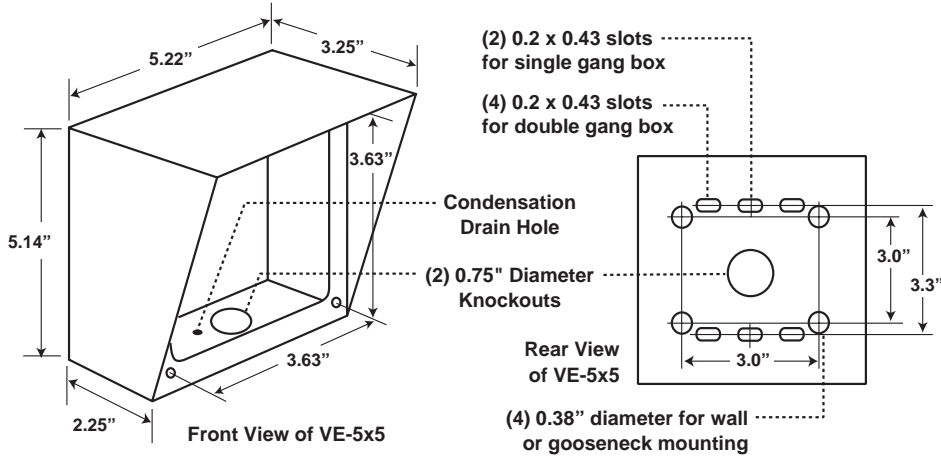
**Finish:** UV stable black fine texture powder paint



## B. VE-5x5 Surface Mount Box

**Material:** 16 gauge CRS

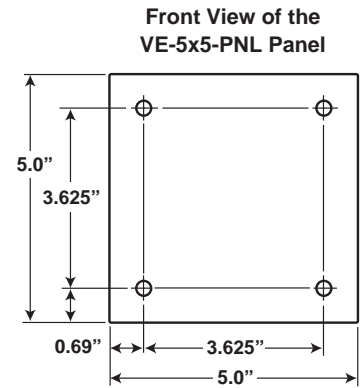
**Finish:** UV stable black fine texture powder paint



## C. VE-5x5-PNL Panel

**Material:** 12 gauge aluminum

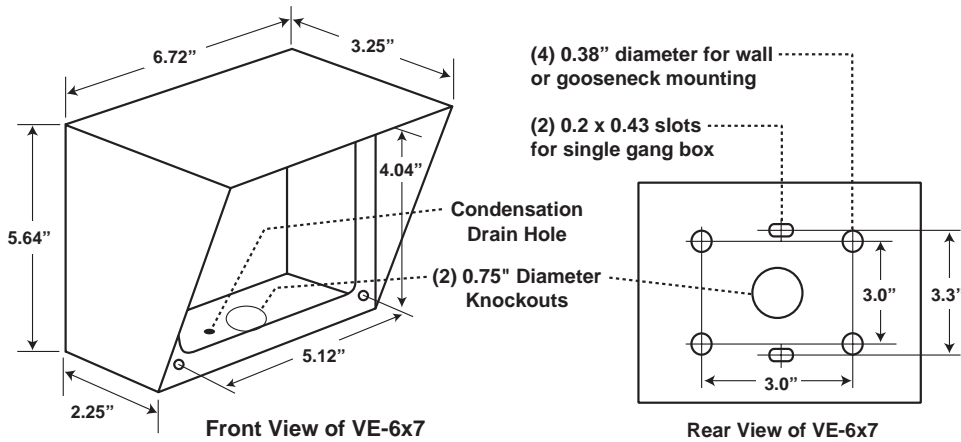
**Finish:** UV stable clear gloss powder paint



## D. VE-6x7 Surface Mount Box

**Material:** 16 gauge CRS

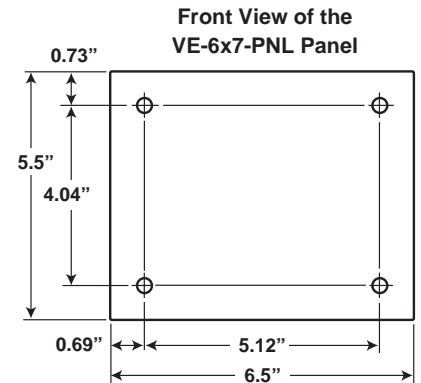
**Finish:** UV stable black fine texture powder paint



## E. VE-6x7-PNL Panel

**Material:** 12 gauge aluminum

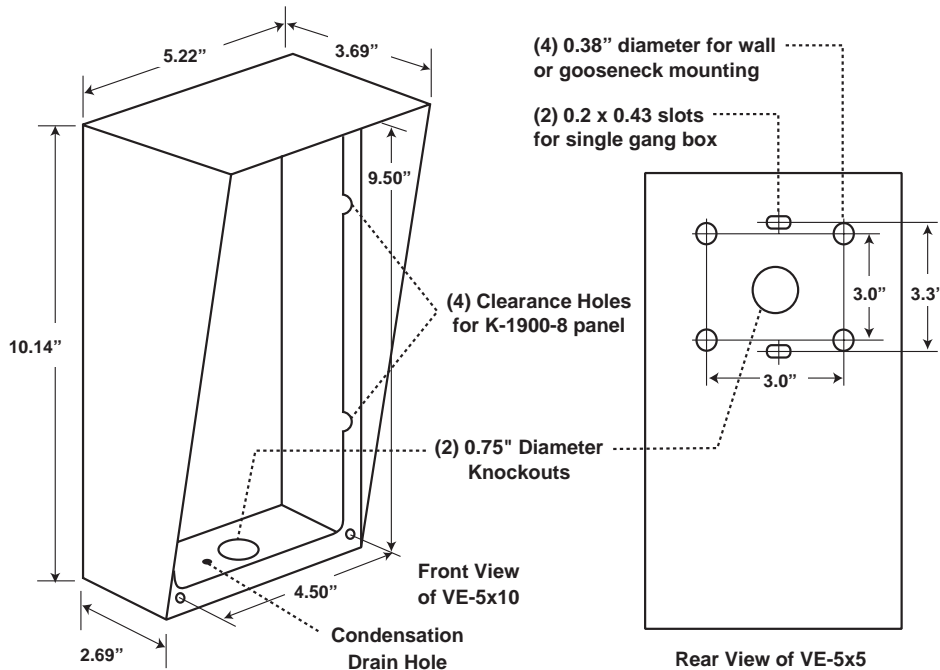
**Finish:** UV stable clear gloss powder paint



## F. VE-5x10 Surface Mount Box

**Material:** 16 gauge CRS

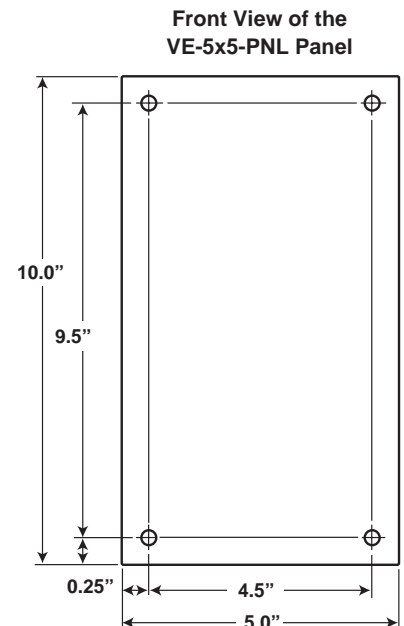
**Finish:** UV stable black fine texture powder paint



## G. VE-5x10-PNL Panel

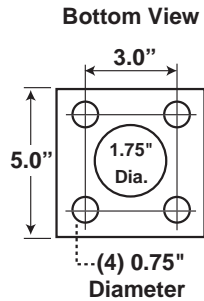
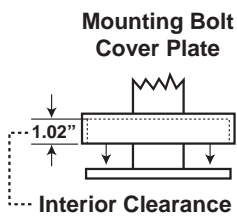
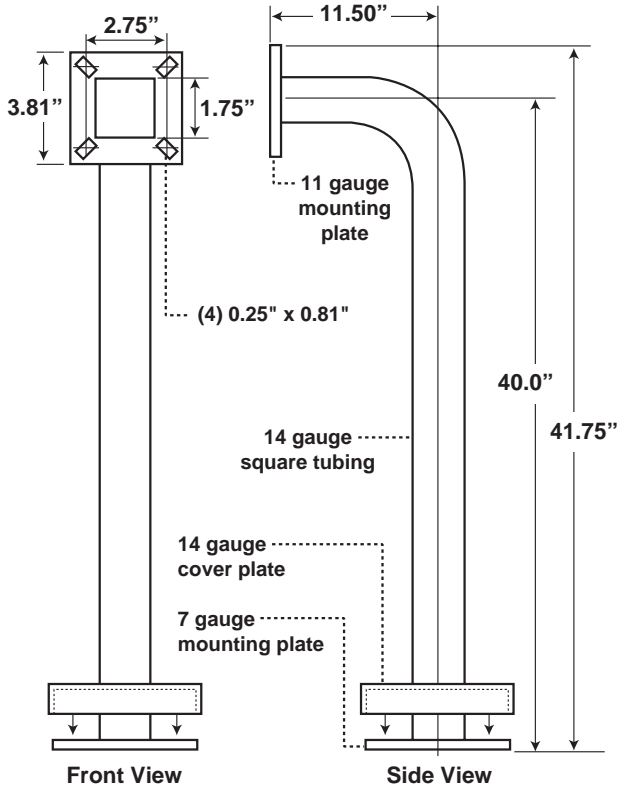
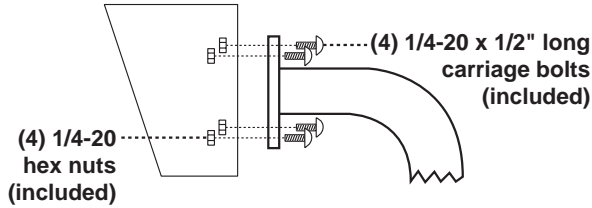
**Material:** 12 gauge aluminum

**Finish:** UV stable clear gloss powder paint



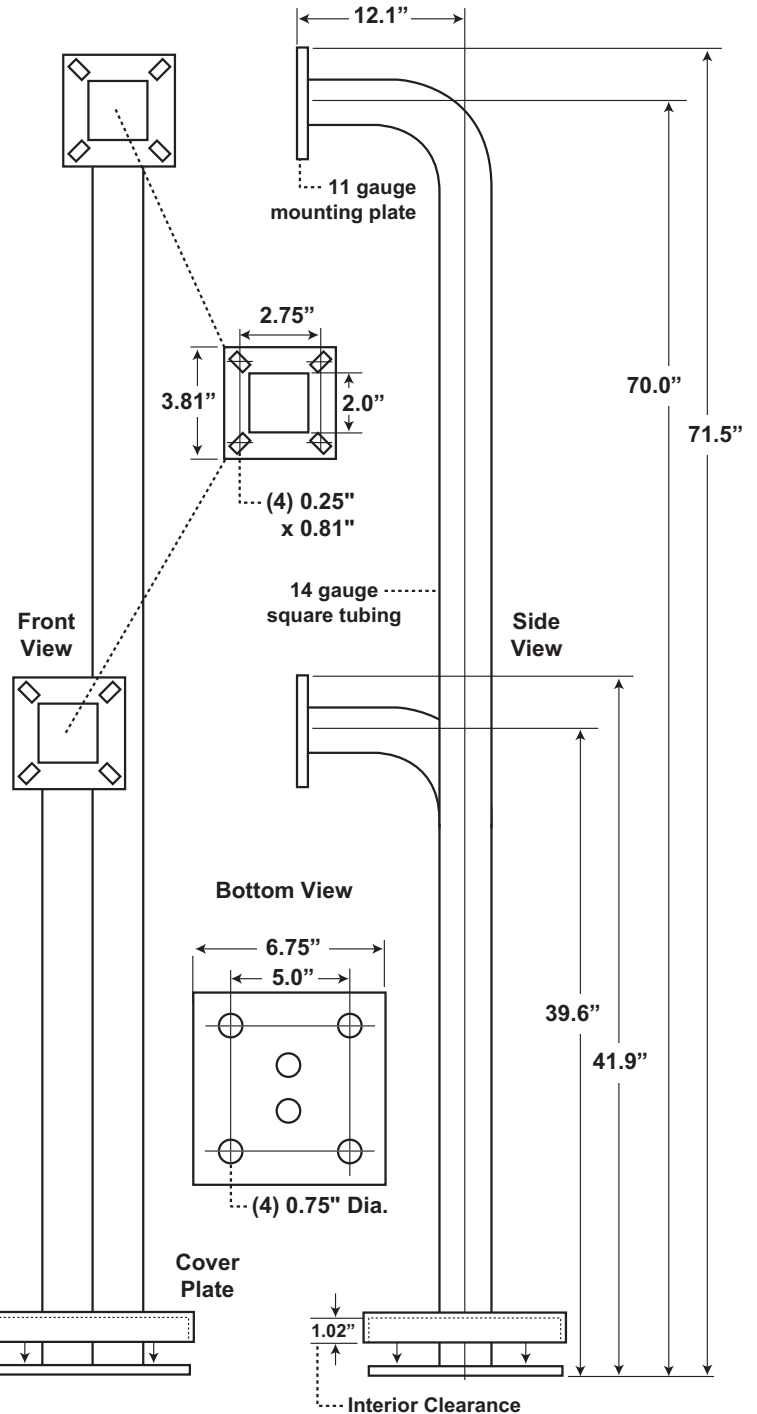
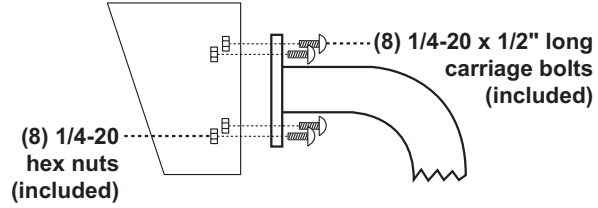
## H. VE-GNP Gooseneck Pedestal

**Material:** Gauge (see drawing below) CRS  
**Finish:** UV stable black wrinkle powder paint



## I. VE-GNP-2 Gooseneck Pedestal

**Material:** Gauge (see drawing below) CRS  
**Finish:** UV stable black wrinkle powder paint



**Product Support Line...715.386.8666**

**Fax Back Line...715.386.4345**

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