



VIKING Entry Phone Controller with Call Forwarding C-250 Instruction Manual

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VIKING

SECURITY & COMMUNICATION
PRODUCT
MANUAL
C-250

Entry Phone Controller
with Call Forwarding
June 4, 2020



DESIGNED, MANUFACTURED, AND SUPPORTED IN THE USA

Single Entry Phone Controller with Call Forwarding and Door Strike Control

The C-250 allows single line telephones or a telephone system to share a phone line with a single Viking entry phone. Tenants may answer an entry phone call, converse with the visitor and let them in with a touch-tone command.

The C-250 also has a built-in five-number dialer to make an outside call if there is no answer on the inside phone. If the outside call is busy or rings no answer, the C-250 can call up to four more numbers.

The C-250 provides a "Call Waiting" tone when the phone line is in use. Tenants may also call out to the entry phone for monitoring purposes.

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Features

- Allows single line telephones or a telephone system to share a phone line with a Viking entry phone
- Double burst ring pattern allows you to distinguish entry phone calls from CO calls
- Built-in five number dialer
- Detects busy or ring no answer and goes onto the next number
- Built-in door strike relay with 1 or 2 digit commands
- Remote programming
- Auto answer
- Detects touch tones as fast as 50 milliseconds
- Trigger input for postal lock, Request to Exit (REX) or immediate call forwarding
- Produces "Call Waiting" tones if the entry the phone is activated when the house phones are already on a call
- Compatible with any Viking E Series or K Series analog entry phone or use with any standard analog phone

Applications

- Add an entry phone to your standard home or office phones to provide door communication
- Provide commercial or residential security via two-way handsfree communication at the door or gate
- Connects in series with a single phone line or with a phone system's line/trunk input

www.VikingElectronics.com

Information: 715-386-8861

Specifications

Power: 120VAC / 13.8VAC 1.25A, UL listed adapter provided

Dimensions: 5.25" x 4.1" x 1.75" (133mm x 104mm x 44mm)

Shipping weight: 2 lbs. (0.9kg)

Environmental: 32°F to 90°F (0°C to 32°C) with 5% to 95% non-condensing humidity

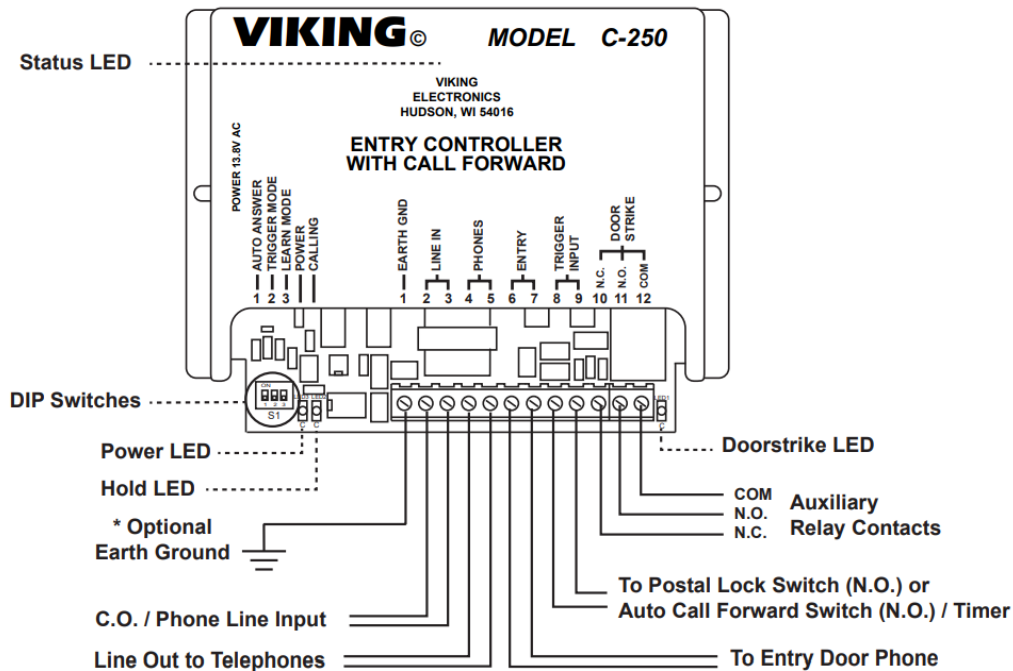
Ring Output: 5 REN, capable of ringing (10) 0.5 REN phones

Talk Battery: 32V DC

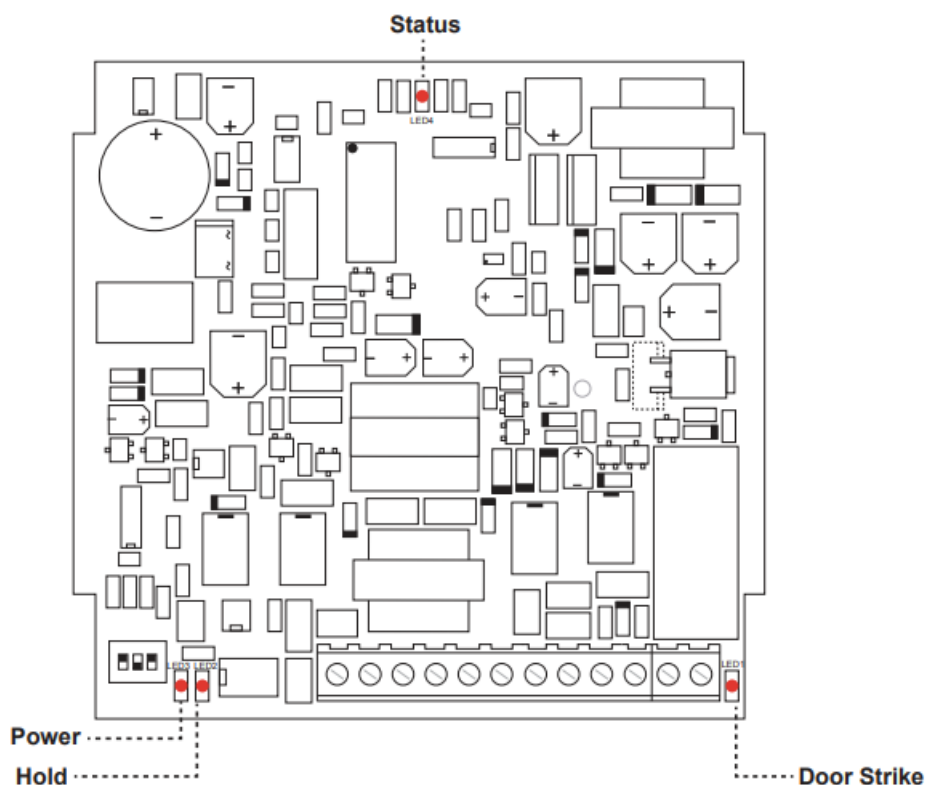
Relay Contact Rating: 5A @ 30VDC / 250VAC Maximum

Connections: (12) cage clamp screw terminals

Features Overview



* Note: To increase surge protection, fasten a wire from the screw terminal to Earth Ground (grounding rod, water pipe, etc.)



C-250 LED's

Power LED (LED 3): Lit when the C-250 has power.

Door Strike LED (LED 1): Lit when the door strike relay is activated.

Hold LED (LED 2): Lit when the C-250 is "holding" the phone line.

Some examples are; the house phones have a call on hold while talking to the entry phone, the C-250 is providing call waiting for tones to the house phones or during remote programming.

Status LED (LED 4): Lit when either a house phone or the entry phone are switched to an "artificial" talk line provided by the C-250.

Some examples are; the entry phone has been activated and is ringing the house phones or being external call forwarded, the entry phone and house phone are talking, the house phone doesn't hang up after talking to the entry phone (they hear a C-250 provided busy) or a house phone is in the local program mode.

Normal LED operation during an externally call forwarded call:

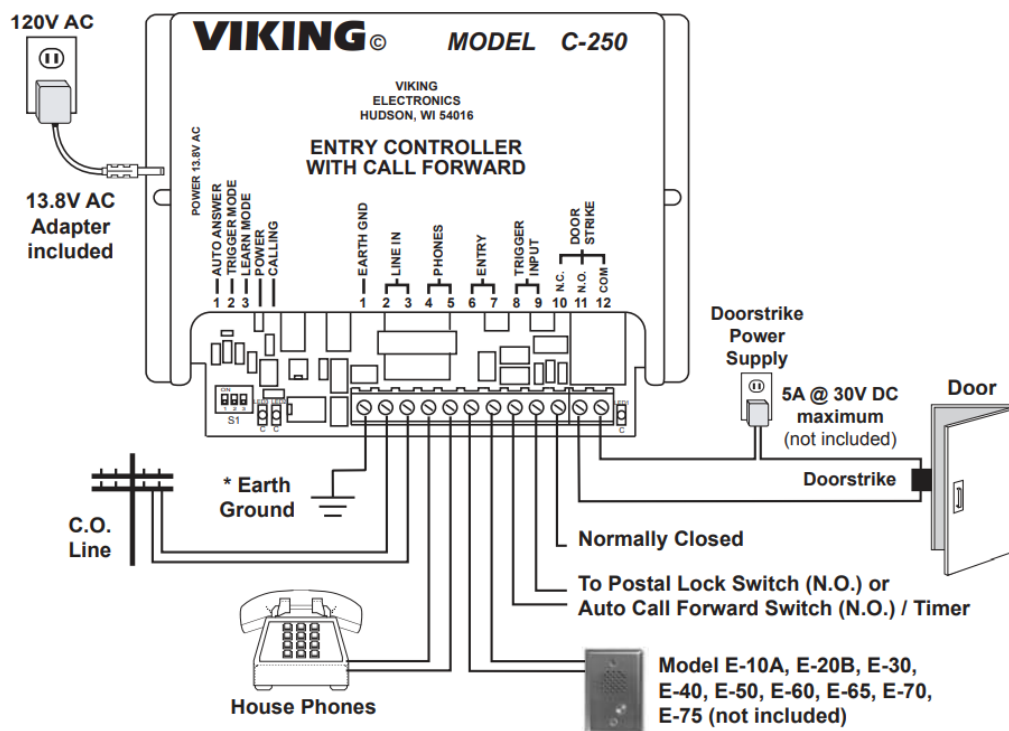
When an entry phone call is being externally call forwarded, both the "Status" and "Hold" LED's are lit steady and should remain on while

the C-250 waits for the call to be answered. Once the C-250 detects that the remote party has answered the call, both the "Status" and "Hold" LED's turn off.

Installation

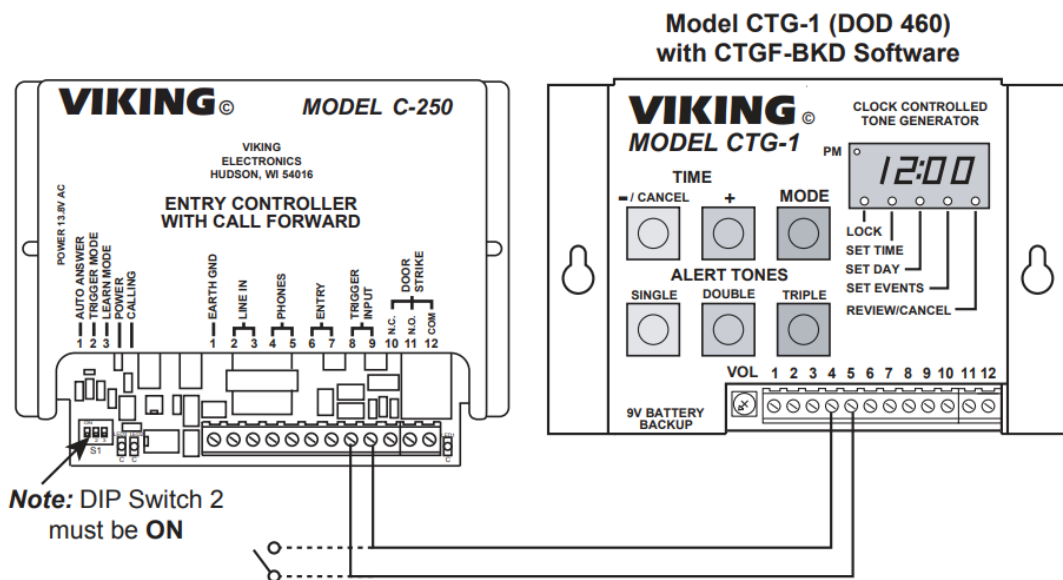
IMPORTANT: Electronic devices are susceptible to lightning and power station electrical surges from both the AC outlet and the telephone line. It is recommended that a surge protector be installed to protect against such surges.

A. Basic Installation

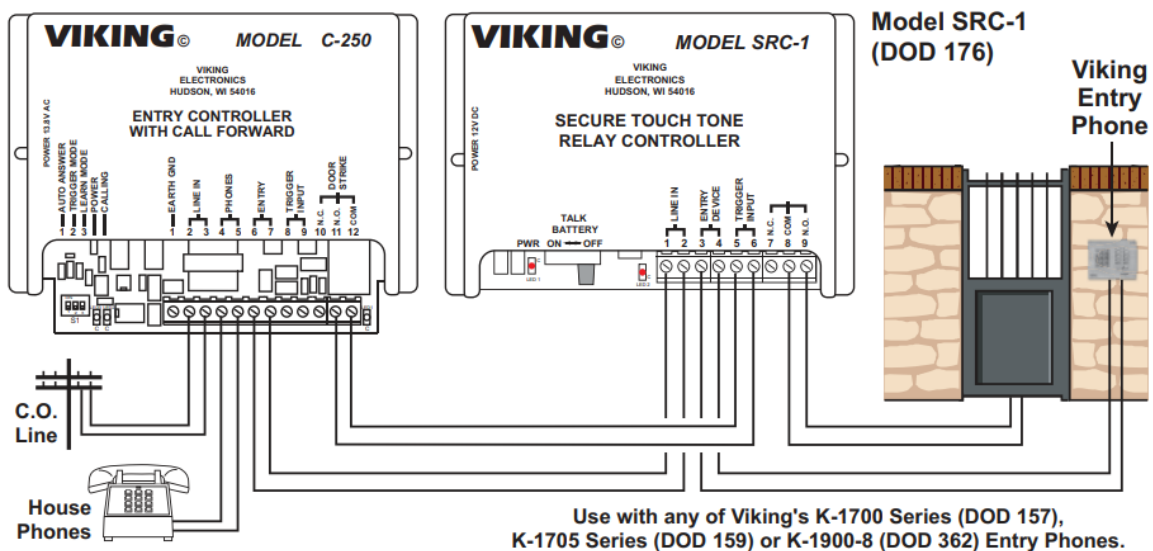


* **Note:** To increase surge protection, fasten a wire from the screw terminal to Earth Ground (grounding rod, water pipe, etc.)

B. Using the C-250 with the CTG-1 or a Toggle Switch for Immediate Call Forwarding During Certain Hours of the Day



C. Add Keyless Entry with a Viking SRC-1



Note: See Application Note DOD 942 for a description of operation and programming instructions.

A. Accessing the Programming Mode

The C-250 can be programmed from any touch-tone phone connected to the house phone port or by calling into the unit from a remote touch-tone phone. A 6-digit security code is used to gain access or set DIP switch 3 to the ON position for immediate access. If a command is entered correctly, 2 beeps will be heard, 3 beeps signal an error.

Once in the remote programming mode, if no commands are entered for 20 seconds, you will hear 3 beeps and the programming mode will be terminated. If you do not want to wait 20 seconds, just enter “##7” and the programming mode will be terminated immediately.

1. Local Programming

Step 1	Move DIP switch 3 to ON (Security Code Bypass Mode, see DIP Switch Programming page 6).
Step 2	Come off-hook with any house phone connected to terminals 4 & 5, LINE OUT TO PHONES.
Step 3	A double beep will indicate that you have accessed the programming mode.
Step 4	You can now touch tone program the features listed in Quick Programming Features page 4.
Step 5	When finished programming, hang up and move DIP switch 3 to the OFF position.

2. Remote Programming with the Security Code

Step 1	Move DIP switch 1 to ON.
Step 2	Call into the C-250 from a touch-tone phone.
Step 3	After the incoming ring count is met (factory set to 10), the C-250 will answer the line and output a single beep.
Step 4	Enter * followed by the six-digit security code (factory set to 845464).
Step 5	A double beep will indicate that you have accessed the programming mode.
Step 6	You can now touch tone program the features listed in Quick Programming Features page 4.
Step 7	When finished programming, hang up.

3. Remote Programming without the Security Code

Step 1	Move DIP switch 1 and 3 to ON.
Step 2	Call into the C-250 from a touch-tone phone.
Step 3	After one ring, the C-250 will answer the line and beep two times indicating the C250 is in the programming mode.
Step 4	You can now touch tone program the features listed on Quick Programming Features page 4.
Step 5	When finished programming, hang up and move DIP switch 3 to the OFF position.

Quick Programming Features (after accessing the Programming Mode)

Description Enter Digits + Location

First Phone Number 1-20 digits (0-9) + #00

Second Phone Number 1-20 digits (0-9) + #01

Third Phone Number 1-20 digits (0-9) + #02

Fourth Phone Number 1-20 digits (0-9) + #03

Fifth Phone Number 1-20 digits (0-9) + #04

To clear any speed dial number (no digits) + #00-#04

Door strike Activation Time (00 – 99 sec, 00 = .5 sec, factory set to 5 sec) 1-2 digits 00 – 99 + #40

Door Strike Command (blank is disabled, factory set to 6) 1 or 2 digits + #41

Maximum call time (0 = 30 sec, blank = disable, factory set to 3 mins) 1 – 9 mins + #42

Maximum ring time (00 = disabled, factory set to 30 sec) **00 – 59 sec + #43**
Ring House Phone Count (0 = immediate call forwarding, factory set to 4) **1 – 9 + #44**
Incoming Ring Count (00 disables answer, factory set to 10) **01 – 99 + #45**
Security code (factory set to 845464) **6 digits + #47**
keyless entry Mode (0 = disable, 1 = enable, factory set 0)..... **0 or 1 + #50**
“QQQ” command for Immediate Call Forwarding (0 = disable, 1 = enable, factory set 0) **0 or 1 + #51**
Comcast Mode (see Operation Section F) (0 = disable, 1 = enable, factory set 0)..... **0 or 1 + #52**
To add a “Q” at any point in the dialing string or door strike code **QQ**
To add a “#” at any point in the dialing string or door strike code **Q#**
To disable “No CO” Mode (factory setting) **Q0**
To enable “No CO” Mode **Q1**
To disable “Doorbell” Mode (factory setting) **Q2**
To enable “Doorbell” Mode **Q3**
To select a double burst ring pattern (factory setting) **Q4**
To select a single ring pattern **Q5**
To actuate the door strike relay..... **Q6**
To add a four-second pause at any point in the dialing string **Q7**
To add a one-second pause at any point in the dialing string **Q8**
Ignore touch tones for programming entry phone **##1**
To reset all programming to factory default settings..... **###**
Exit Programming **##7**

The following commands are used during normal operation	
Enable Immediate Call Forward Mode	QQQ
Disable Immediate Call Forward Mode (factory setting)	###

C. Speed Dial Numbers (Memory Locations #00 to #04)

Note: Up to 20 digits can be stored in each dial position. Special features such as one and four-second pauses, and touch-tone Q, and # count as a single digit.

The speed dial number stored in location #00 is the first outside number that will be dialed if the door phone goes off-hook and the house phone does not answer within the ring count set by location #44. Additional speed dial numbers will be dialed if there is no answer or a busy at the first number.

Each number is called only once. If all numbers are called without an answer, the C-250 will generate a CPC signal and then a busy signal will be sent to the door phone. To clear a speed dial number position, simply enter a # and the location number (00 to 04), without any preceding numbers. If no numbers are programmed, the C-250 will only call the house phone.

D. Door Strike Activation Time (Memory Location #40)

The value stored in the Door Strike Activation Time is the amount of time the door strike relay will be energized after a correct touch-tone command is entered or the trigger input is activated. This two-digit number can range from 01 to 99 seconds, or enter 00 for 0.5 seconds. The factory setting is 5 seconds.

E. Door Strike Command (Memory Location #41)

The one or two-digit code stored in the Door Strike Command is the touch-tone command that the person being called must enter on their touch-tone phone in order to actuate the door strike. The code can contain the numbers 1 to 9, 0, Q, # or any two-digit combinations. To disable this feature enter #41 without any preceding digits. The code must be entered while the house phone or the remote phone is connected to the door phone.

The C-250 determines which direction the touch-tone is coming from and only responds to touch tones from the called phone. Because of this, single-digit codes must be a minimum of 100 msec in duration. Some cell phones can only produce fast touch tones (< 100 msec). If using one of these phones, program a two-digit Door Strike Command. When two digits are programmed, the entry phone will be dropped after the first digit, so the C-250 can be sure the second digit is coming from the called phone. With a two-digit code, the minimum duration of the tones can be as low as 50msec.

The factory setting is 6.

F. Maximum Call Time (Memory Location #42)

The Maximum Call Time can be used to cut off a call that has rolled over to an outside number. The timer starts as soon as the C-250 is done dialing each number. If the call lasts longer than the time programmed, the phone line will be dropped and a busy signal will be sent to the entry phone. This is useful if a standard telephone is being

used for an entry phone and the handset is accidentally left off-hook. This one-digit number can range from 1 to 9 minutes or enter 0 for 30 seconds. To disable this feature enter #42 without any preceding digits. The factory setting is 3 minutes.

G. Maximum Ring Time (Memory Location #43)

After the C-250 dials an outside number, it listens to the phone line for busy, ringing, or someone answering at the other end. The Maximum Ring Time is used to limit this process in the event that the C-250 cannot determine if the call has been answered. If the C-250 cannot determine that the call has been answered within the Maximum Ring Time, the line will be disconnected and the C-250 will go onto the next speed dial number. This two-digit number can range from 01 to 59 seconds and can be disabled by entering #43 without any preceding digits. As a general rule, allow 6 seconds for each ring you desire at the distant phone. The factory setting is 30 seconds or about 5 rings.

H. Security Code (Memory Location #47)

The security code must be 6 digits long and cannot contain a "Q" or "#". The factory default code is "845464" and can be changed in programming by entering 6 digits followed by "#47".

I. Ring House Phone Count (Memory Location #44)

When the door phone comes off-hook, the C-250 will start ringing the house phone. The number of times the house phone will ring is stored in location #44. This value can range from 1 to 9, if blank or 0 is entered, the C-250 will skip ringing the house phone and immediately start calling the programmed phone numbers. This feature is useful when the user is not at home and they want the fastest connection time to their cell phone. There is also an operational command of QQQ (see Operation section B) and a trigger input (see section N, DIP switch 2) that can be used for immediate call forwarding. The factory setting is 4.

J. Incoming Ring Count (Memory Location #45)

The 2 digit number in this location determines how many times a call coming in from the phone line will ring the house phones before the C-250 answers the call. This number can range from 01 to 99, if blank or 00, the Auto Answer feature of the C-250 will be disabled. The factory setting is 2.

K. Ignore Touch Tones for Programming Entry Phone (##1)

This feature is useful if you have an entry phone that requires touch-tone programming and can answer a ringing line after 1 ring. All Viking Handsfree Entry Phones have this capability. After entering the programming mode, if ##1 is entered, the C-250 will send a ring signal to the entry phone port. If the device on that port answers the line, the C-250 will connect it to the calling device (local or remote). If the entry phone does not answer, 3 beeps will be heard and the C-250 will stay in the programming mode. Once connected to the door phone, the C-250 no longer reacts to touch tones (except to reset the 20-second programming timer in the remote programming mode). In the remote programming mode, if the 20-second programming timer elapses, the C-250 will hang up.

In any of the other programming modes, the timer is disabled and the C-250 only watches for the door phone to hang up.

L. "No CO" Mode (Q0, Q1)

When enabled, this mode allows the C-250 to be used in installations that do not have an incoming phone line. In this mode, the house phone is connected directly to the internal artificial line. When the house phone comes off-hook, the door phone will start to ring. If the door phone has auto-answer, the person in the house can monitor any outside activity. Door phone calls are handled the same as in the normal mode except it will not roll over to the phone line if there is no answer at the house phone. To enable this mode, enter "Q1" when in programming. To cancel the "No CO" mode, enter "Q0".

M. "Door Bell" mode (Q2, Q3)

If the door strike relay is not being used, it can be configured to operate a doorbell. When in this mode, the door strike relay will actuate whenever the door phone goes off-hook but only when set to locally ring the house phones. If the C-250 is in the immediate Call Forward Mode, the C-250 does not provide the doorbell relay. Connect the doorbell or chime (and power supply) to the normally open door strike contacts. The door strike relay will energize for a fixed time period of 1 second. To enable this mode, go into programming and enter "Q3". To cancel the "Door Bell" mode, enter "Q2".

N. Ring Pattern (Q4, Q5)

In the factory setting (Q4), the C-250 will ring the house phones with a double burst pattern when the door phone goes off-hook. This is done so that the person in the house can tell the difference between a visitor at the front door and a regular phone call. In a few instances, the double burst pattern may not be detected by some cordless phones. If this is the case, go into programming and enter "Q5". This will cause the C-250 to send a single burst pattern when the door phone goes off-hook. To go back to the double burst pattern, go into programming and enter "Q4".

O. Remote Door Strike Actuation (Q6)

The door strike relay on the C-250 can be actuated remotely without the C-250 initiating the call. To do this, dip switch 1 must be in the ON position and a value must be entered in the Incoming Ring Count location #45. From the remote location, call the C-250. After it answers, enter a "Q" followed by the 6 digit security code. Wait for the 2 beeps and enter "Q6". After a short pause, the door strike relay will actuate for the programmed amount of time in the Door Strike Activation Time position #40.

P. Exit Programming (##7)

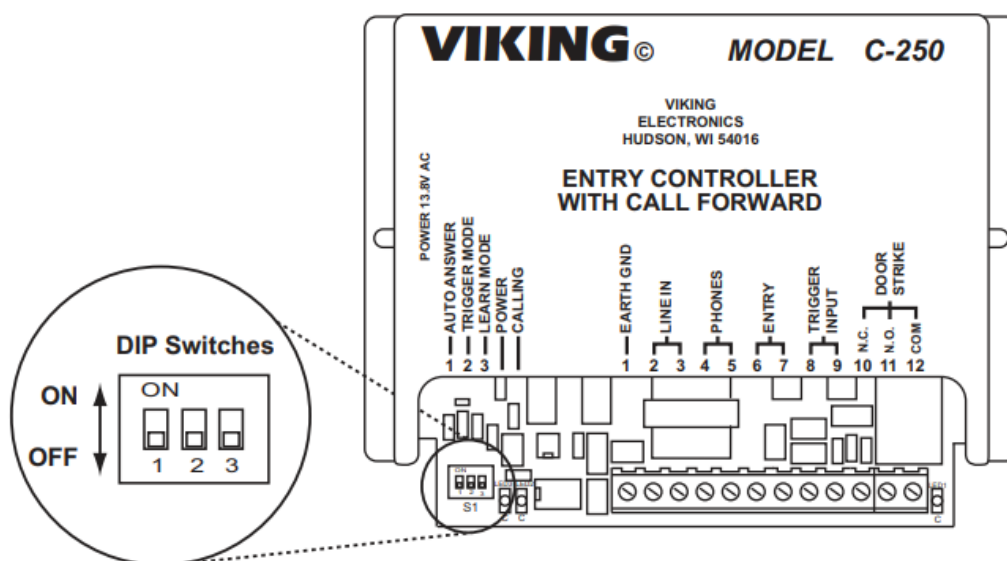
When this command is entered, the C-250 will leave the programming mode and go back to normal operation. This command is useful in remote, auto answered programming. It causes the C-250 to drop the phone line immediately rather than waiting for the 20 second time out.

Q. Reset All Programming to Default (###)

This command resets all programming parameters to their factory settings and clears out all programmable phone numbers.

R. DIP Switch Programming

Switch	Switch	Description
1	1	Ignore incoming calls (factory setting)
1	1	Answer incoming calls
2	2	REX, postal lock trigger mode (factory setting)
2	2	Immediate Call Forward mode
3	3	Normal operation (factory setting)
3	3	Learn mode



1. DIP Switch 1

Dip Switch 1 enables the auto-answer feature. When in the ON position, the C-250 will answer an incoming call after the number of rings programmed into location #45. If position #45 is cleared or contains 00, the C-250 will not answer the line. If this feature is enabled, there cannot be anything else on the phone line that could answer the call before the C-250 such as an answering machine. If security is an issue, it is best to not allow remote programming and leave DIP Switch 1 in the OFF position. The factory setting is OFF.

2. DIP Switch 2

DIP Switch 2 determines the operating mode of the Trigger Input. When DIP Switch 2 is OFF, a momentary closure connected to the trigger input will cause the Door Strike relay to actuate for the programmed amount of

time in location #40. If DIP Switch 2 is in the ON position, the Trigger input now controls whether or not the house phone will ring when the door phone goes off-hook.

If the trigger input is open, the house phone will ring for the number of times programmed in location #44. If the trigger input is closed, the C-250 will skip ringing the house phone and go right to calling the preprogrammed phone numbers. This Trigger Input mode is useful if you want to control the operation of the C-250 by some other piece of equipment such as a phone system placed in the night mode, a clock-controlled relay, or a toggle switch. The factory setting is OFF.

3. DIP Switch 3

DIP Switch 3 in the ON position is used to gain access to the programming mode without needing a security code. When the house phone goes off-hook, two beeps will be heard signaling that the C-250 is ready for programming commands. If a call comes in and the auto-answer feature is also enabled (DIP Switch 1 ON), the C-250 will answer the call on the first ring and send 2 beeps. When in the off position, the security code in position #47 has to be used in order to enter programming. This switch needs to be off for the normal operation. The factory setting is OFF.

Operation

A. Visitors

When the entry phone goes off-hook, the house phones will ring with a distinctive double ring cadence to identify it is an entry phone call (programmable to a single ring cadence). The number entered into programming position #44 determines how many times the house phone will ring from an entry phone call before the call is forwarded using the auto-dialing numbers. If no numbers are programmed, the C-250 will send a CPC signal to automatically hang up the entry phone. All Viking hands-free phones are able to detect the CPC signal and hang up. If the C-250 senses that the entry phone has not dropped off, it will send a busy signal. If auto-dial numbers are programmed, it will dial the first one and watch for a busy or no answer for the duration of the Maximum Ring time. If this time elapses and the C-250 has not determined the call has been answered, it assumes that the call was not answered and goes on to the next speed dial number. If all numbers are called without an answer, the C-250 will send a CPC signal to hang up the entry phone. The Maximum Call Time is started as soon as the C-250 is done dialing each number. If this timer elapses, that call is terminated and no further numbers are dialed.

B. Immediate Call Forward

The entire sequence of the house phone ringing when the entry phone goes off-hook can be skipped. This is useful if the user will not be at home and wants the C-250 to skip ringing the house phone and immediately forward all entry calls to the programmed phone numbers. There are several ways to do this. The first is to clear the house phone ring count or set it to 0 in programming position #44. This can only be done in the programming mode but can be done locally or remotely if auto-answer (DIP Switch 1) is on. The second way is to go off-hook with any house phone and enter "QQQ". Two confirmation beeps are heard, and the C-250 is placed in the Immediate Call Forward

mode. With this mode enabled, each time the house phone goes off-hook, a single beep will be heard in order to let the user know that this mode is on. To cancel the Immediate Call Forward mode, pick up the house phone and enter "###". Two beeps will be heard letting the user know the Immediate Call Forward mode has been canceled. These immediate call forward commands must be entered within 5 seconds of off-hook. The third and final way is to provide a contact closure across the trigger input (DIP switch 2 must be ON). Note: "QQQ" activation of this feature can be disabled if users are accidentally entering QQQ while trying to retrieve voice messages, unintentionally activating immediate call forwarding. In programming, enter 1#51 to disable the feature. Immediate call forwarding can still be activated in one of the remaining two ways described in the above paragraph. Enter 0#51 in programming re-enables QQQ activation of immediate call forwarding.

C. Monitoring or Receiving Door Phone Calls

If the tenant wants to monitor the entry phone, they can pick up any phone in the house and hook flash within 5 seconds. This will cause the C-250 to ring the entry phone up to 5 times. Hook flashes after the 5 second time out will be passed along to the CO line. This is useful for using standard CO call waiting for features. If the tenant is on an outside call, and the entry phone comes off-hook, a call waiting tone will be heard every 12 seconds. The tenant can then hook flash to put the CO call on hold and connect to the entry phone. When the conversation with the person at the door is done, the tenant can return to the original caller with another hook flash. If using a 2 digit

door strike code, the entry phone will be dropped after the first digit.

D. Activating the Door Strike Relay

Anytime the house phone is connected to the entry phone, the tenant can actuate the door strike by entering the door strike command on their touch-tone keypad. The C-250 determines if the touch tones are coming from the house phone or the entry phone and only accepts commands from the house phone. Once a valid command is detected, the door strike relay will actuate for the amount of programmed Door Strike Activation time. If an invalid command is entered, wait a few seconds and try again. The C-250 will wait 3 seconds after any touch-tone is entered to assure no more tones are coming, then it looks for a command match. The C-250 can be programmed to handle either a 1 digit or 2 digit Door Strike Command (position #41). If a single digit is being used, the minimum touch-tone length is 100 milliseconds. During this time the C-250 must determine if the touch-tone is coming from the entry phone or the called party. If the C-250 is having trouble detecting touch tones from a remote phone because the tones are too fast, use a 2 digit door strike command.

When using 2 digits, the touch tones can be as fast as 50 milliseconds, but the entry phone will be dropped after the first digit is detected. The C-250 can then be sure that the touch tones are coming from the called phone.

E. Trigger Input

The C-250 has a Trigger Input for an external Postal Lock switch or a Request to Exit (REX) switch.

The switch must have a momentary, normally open contact. Once the C-250 detects a contact closure on terminal positions 8 and 9, the door strike will be energized for the amount of programmed Door Strike Activation Time. If the contact is still made after the programmed time is up, the C-250 will re-energize the door strike relay and go through another Door Strike timing cycle.

If DIP Switch 2 is in the ON position, the Trigger Switch input now controls whether or not the house phone will ring when the entry phone goes off-hook. If the Trigger Input is shorted, the house phone ringing will be skipped (Immediate Call Forward Mode), if open, the C-250 will ring the house phone when the entry phone goes off-hook. The touch-tone command QQQ overrides the status of the Trigger Input when DIP Switch 2 is ON.

F. Dialing “#” on Comcast Lines

On some Comcast lines, dialing a # when connected to the Central Office causes the CO to produce a short break in the line, appearing to the C-250 as a command to ring the entry phone. This problem can be corrected by enabling the Comcast mode. In programming, dial 1#52. With the mode enabled, the C-250 will quickly switch from the CO line over to the artificial line when the first touch-tone dialed is a #, allowing entry of # without ringing the entry phones. To disable the Comcast mode, dial 0#52 in programming.

Compatible Products

E-10A and E-20B Phone Line Powered Speaker Phones

The E-10A and E-20B are telephone line-powered speaker phones designed to provide two-way handsfree communication. For outdoor or harsh environments, the E-10A and E-20B are available with Enhanced Weather Protection (EWP). For more information on the E-10A or E-20B, see DOD 210.



Model E-10A



Model E-20B

Compatible Products

E-40 Compact Entry Phones Available in Four Attractive Finishes

			
E-40-SS “Brushed Stainless Steel” (similar to brushed nickel)	E-40-BN “Oil Rubbed Bronze” (satin dark brown powder paint with fine copper metallic)	E-40-WH “Satin White” (satin white powder paint)	E-40-BK “Satin Black” (fine texture satin black powder paint)

The E-40 Series Entry phones are compact, weather and vandal-resistant, telephone-line-powered speaker phones designed to provide two-way handsfree communication.

The E-40's compact size allows it to be mounted in a standard single gang electrical box.

The E-40 is available in four different attractive finishes to match your door hardware, light fixtures, etc.

For more information on the E-40, see DOD 187.

E-50 Compact Video Entry Phones Available in Four Attractive Finishes

			
E-50-SS “Brushed Stainless Steel” (similar to brushed nickel)	E-50-BN “Oil Rubbed Bronze” (satin dark brown powder paint with fine copper metallic)	E-50-WH “Satin White” (satin white powder paint)	E-50-BK “Satin Black” (fine texture satin black powder paint)

The E-50 Series Video Entry phones are compact, weather and vandal resistant speaker phones designed to provide two-way handsfree

audio communication and color composite video of who is at your door or gate.

The E50's compact size allows it to be mounted in a standard single gang electrical box.

The E-50 is available in five different attractive finishes to match your door hardware, light fixtures, etc. For more information on the E-50, see DOD 191.

E-30/E-35 Handsfree Speaker Phones with Dialer

The E-30 handsfree phone is designed to provide quick and reliable handsfree communication. The E35 shares the same features as the E-30 with a built-in color video camera. The E-30-EWP shares all of the features of the E-30 in addition to Enhanced Weather Protection (EWP) for installation in harsh environments. For more information on the E-30, see DOD 212.



Model E-30



Model E-35
(with built-in camera)

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 to Friday 8:00 am – 5:00 pm central time. So 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 the 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. Customers 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 the 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 overpack 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

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 the carton: In large printing, 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. Customers 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 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 overpack 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. Customers 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 the 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 OF 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 A 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.

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 the US: AAAEQ##TXXXX. 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 should 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 part of the product identifier that has the format the US: AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). 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 C-250 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 C-250 causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, 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.

If trouble is experienced with the C-250, for repair or warranty information, please contact:

Viking Electronics, Inc., 1531 Industrial Street, Hudson, WI 54016 (715) 386-8666

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to Party Line Service is subject to State Tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

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 activities in the off-peak hours, such as an early morning or late evenings.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightning strikes and other electrical surges.


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.

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 of, incorporate such changes.

Documents / Resources



[VIKING Entry Phone Controller with Call Forwarding C-250](#) [pdf] Instruction Manual

VIKING, Call Forwarding, Entry, Phone, Controller, C-250

References

- [V Security & Communication Systems - Access Control | Viking Electronics, Inc](#)