

Added Protection for Your Viking Emergency Phone, Entry Phone, Doorbox or Other Product

VE-9x20 Models

Heavy-Duty Cast Aluminum Construction



VE-9x12 Models

Glass Fiber Reinforced PBT Plastic Construction

The **VE-9x12** and **VE-9x20** outdoor enclosures provide the ultimate in weather protection for your Viking product or other device. The **VE-9x12** enclosures are constructed of 30% glass fiber reinforced durable UV stable plastic. The **VE-9x20** enclosures are constructed of cast aluminum. Both models are made for years of outdoor service. The heavy-duty doors are labeled "Telephone" and have a gasket seal to keep out even the harshest weather. The **VE-9x12** allows you to choose from two panels that allow mounting many different Viking products.

Both the **VE-9x12** and **VE-9x20** are available in three high visibility colors: red with silver lettering, yellow with red lettering, or black with silver lettering.

Models **VE-9x12-0P** and **VE-9x20-0** come without an adapter panel, ideal for mounting non-Viking equipment. These enclosures come in all three colors and include a separate "Telephone" label.

VE-9x20(Y)-0



VE-9x12(R)-0P

Features

- Designed to meet NEMA/EEMAC Type 4/4X/12 requirements
- **VE-9x12** Construction: Heavy-duty 30% glass fiber reinforced UV stable PBT plastic
- **VE-9x20** Construction: Heavy-duty 319 cast aluminum, powder coated for durability and UV stability, ½" NPT conduit openings on top and bottom
- Drip guard and gasket sealed door
- 0.020" thick stamped aluminum "Telephone" label with scratch resistant UV stable clear coat
- All models are available in Red, Yellow, or Black
- **VE-9x12** models have two internal adapter panel options, see page 6
- **VE-9x20** models have one internal adapter panel option, see page 7
- Both models available without internal adapter panel for mounting other (non-Viking) products and include a separate "Telephone" label, see pages 6-7
- Mounting holes for standard RJ11 wall plate available, see **Installation** section **B** on page 4
- **VE-9x20** models include one **VE-SPG** door return hinge spring, optional second **VE-SPG** may be added (sold separately)
- Optional **VE-SPG** door return hinge spring available
- Optional **VE-PBL** push button lock and key set available

Applications

- Parking lots
- Maintenance areas
- Building exteriors
- Gas stations
- Swimming pools
- Playgrounds
- Roadside help areas

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

Specifications

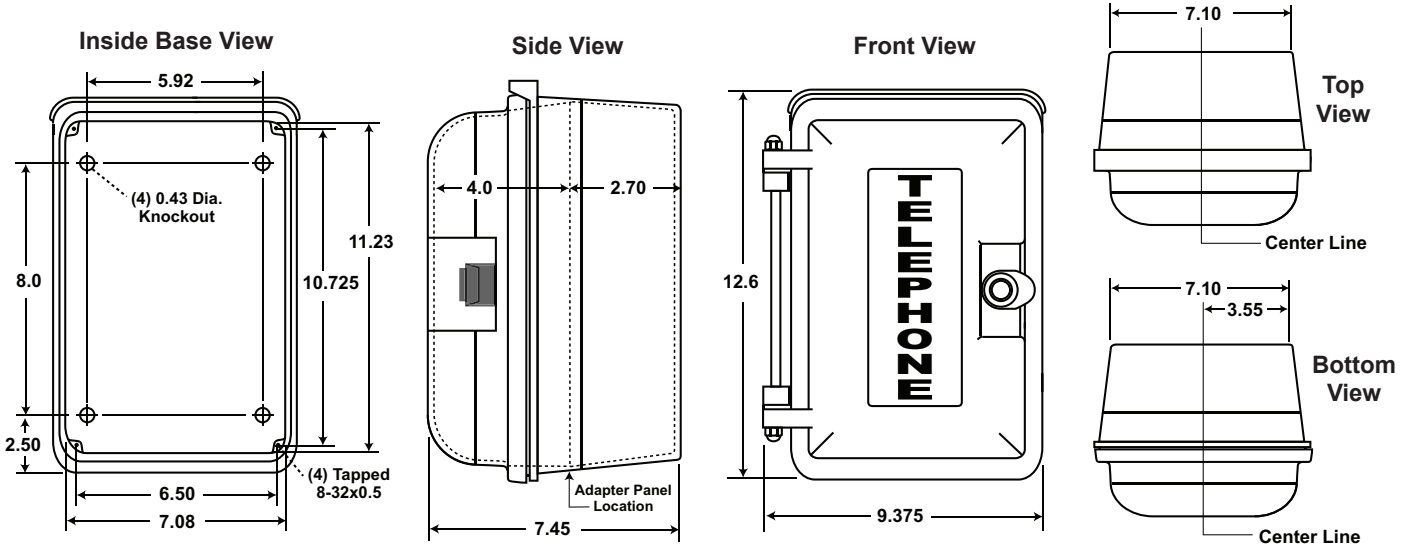
Dimensions: See **Specifications** on pages 2-3
Compatible Viking Products: See pages 6-7
VE-9x12 Shipping Weight: 9 lbs (4.08 kg)
VE-9x20 Shipping Weight: 17 lbs (7.7 kg)
Colors: Red with silver lettering, yellow with red lettering, or black with silver lettering
VE-9x20 Conduit Opening: ½" NPT top and bottom, top plug
NEMA Rating: Designed to meet NEMA/EEMAC Type 4, 4X and 12 requirements

Specifications

A. VE-9x12 Box

Material: Heavy-duty 30% glass fiber reinforced PBT UV stable plastic
Minimum Internal Clearance: 5.75" x 10.0" x 6.75"
***Conduit Openings:** Conduit holes can be drilled where needed in the bottom of the chassis base

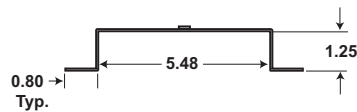
** Caution: When warm air comes in contact with cold surfaces, such as outside walls and conduits, it causes condensation. To prevent condensation and moisture from accumulating inside the VE-9x12 enclosure, always bring conduit into the bottom of the unit.*



B. VE-9x12 Adapter Panels

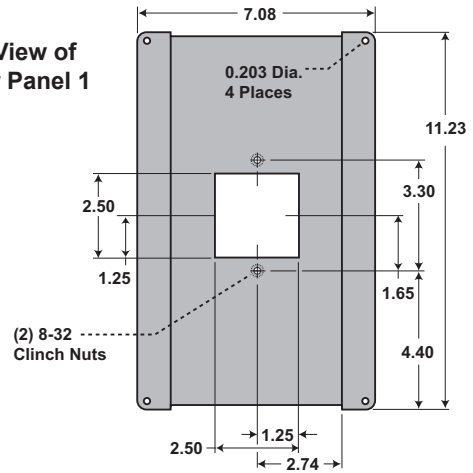
1. Adapter Panel 1

Material: 12 gauge aluminum
Finish: Black powder paint
Minimum Internal Clearance: 5.75" x 10.0" x 5.25"



Top View of Adapter Panel 1

Front View of Adapter Panel 1



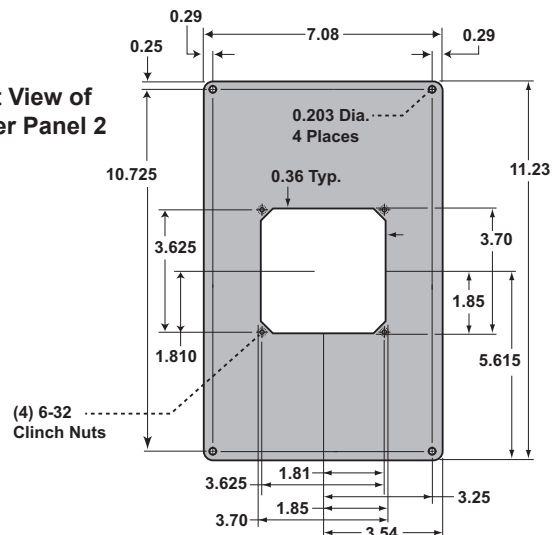
2. Adapter Panel 2

Material: 12 gauge aluminum
Finish: Black powder paint
Minimum Internal Clearance: 5.75" x 10.0" x 4.0"



Top View of Adapter Panel 2

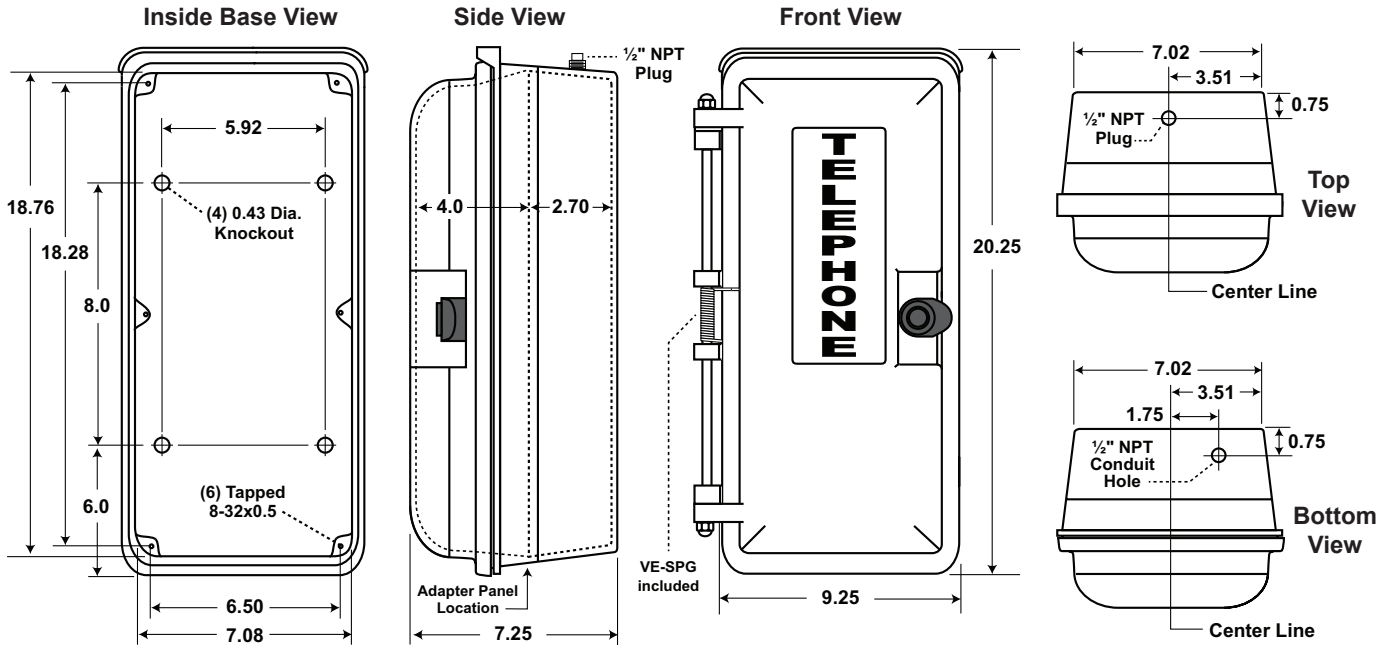
Front View of Adapter Panel 2



C. VE-9x20 Box

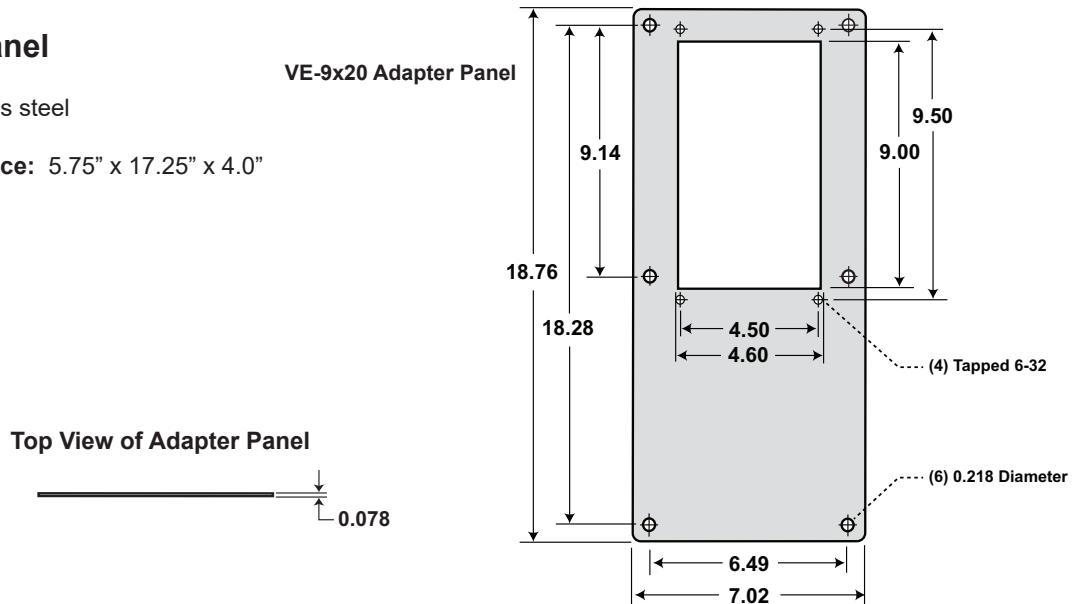
Material: Heavy-duty 319 cast aluminum construction
Finish: Powder coated for durability and UV stability
Minimum Internal Clearance: 5.75" x 17.25" x 6.75"
***Conduit Openings:** 1/2" NPT conduit openings on top and bottom, top comes with 1/2" NPT plug

*** Caution:** When warm air comes in contact with cold surfaces, such as outside walls and conduits, it causes condensation. To prevent condensation and moisture from accumulating inside the VE-9x20 enclosure, always bring conduit into the bottom of the unit.



D. VE-9x20 Adapter Panel

Material: 14 gauge stainless steel
Finish: #4 brushed finish
Minimum Internal Clearance: 5.75" x 17.25" x 4.0"



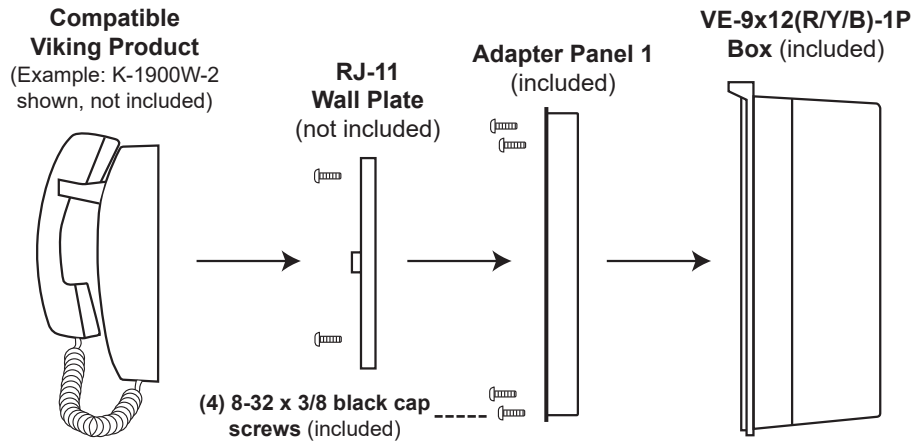
Installation

A. Adhering the Optional “Telephone” Label on the VE-9x12-0P or VE-9x20-0

Step 1	Clean the recessed area on the door cover with isopropol alcohol.
Step 2	Make sure the outside edges of the “Telephone” label are not warped upward (re-form if necessary). Remove backing paper, then firmly press label in recessed area on the front cover.

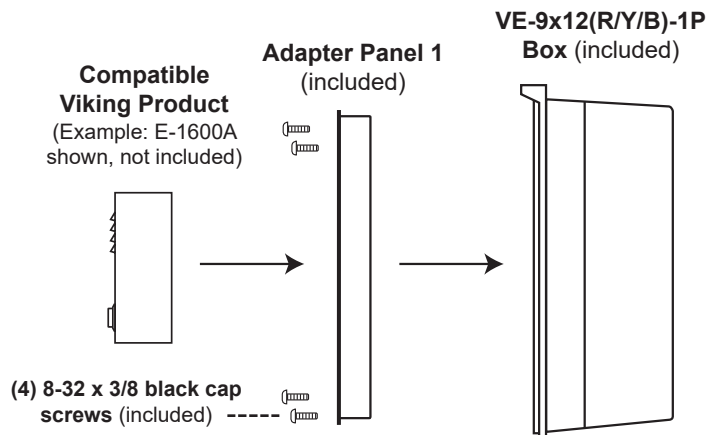
B. Mounting to the VE-9x12(R/Y/B)-1P with an RJ11 Wall Plate

Step 1	Mount the VE-9x12(R/Y/B)-1P to the wall, or surface desired, using the (4) corner mounting holes.
Step 2	Run the conduit and wiring as appropriate.
Step 3	Attach adapter panel 1 using the (4) included 8-32 x 3/8 black cap screws.
Step 4	Attach a standard RJ11 wall plate (not included).
Step 5	Attach the compatible Viking product to the RJ11 wall plate (see page 6 for compatible products).



C. Mounting to the VE-9x12(R/Y/B)-1P

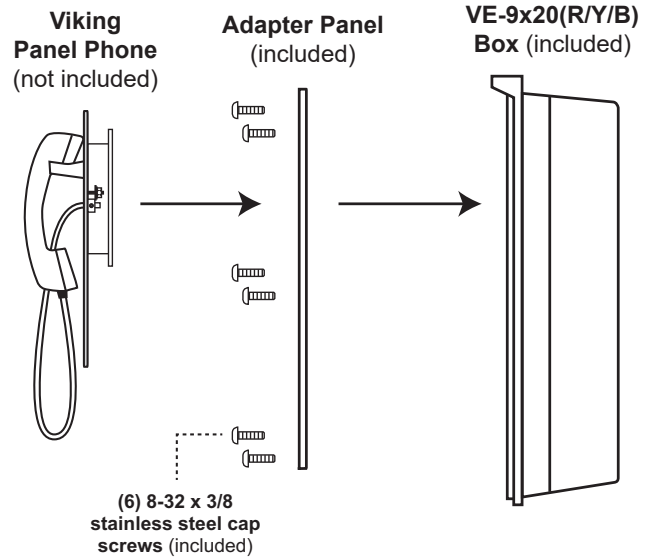
Step 1	Mount the VE-9x12(R/Y/B)-1P to the wall, or surface desired, using the (4) corner mounting holes.
Step 2	Run the conduit and wiring as appropriate.
Step 3	Attach adapter panel 1 using the (4) included 8-32 x 3/8 black cap screws.
Step 4	Attach the compatible Viking product directly to the adapter panel using the installation instructions provided in the Product Manual (see page 6 for compatible products).



E. Installing a Viking Panel Phone in the VE-9x20(R/Y/B)

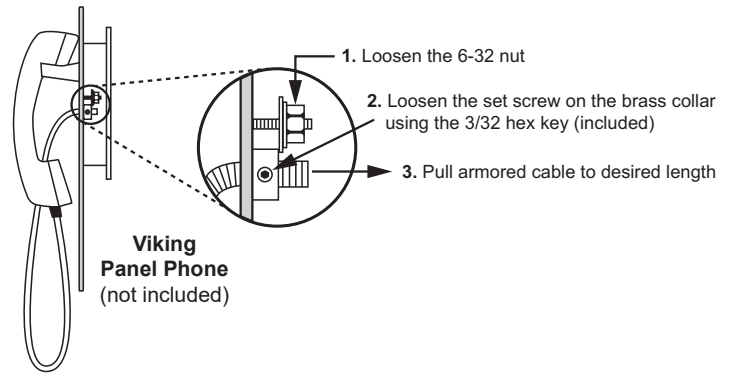
1. Mounting the Viking Panel Phone

Step 1	Remove the adapter panel from the VE-9x20(R/Y/B) using the included hex key.
Step 2	Mount the VE-9x20(R/Y/B) to the wall, or surface desired, using the (4) corner mounting holes.
Step 3	Run the conduit and wiring as appropriate.
Step 4	Attach adapter panel.
Step 5	Attach the Viking product directly to the adapter panel using the installation instructions provided in the Product Manual.



2. Adjusting the Armored Cable

Step 1	Loosen the 6-32 nut on the back of the panel phone.
Step 2	Loosen the brass collar set screw on the back of the panel phone using the 3/32 hex key included with the panel phone.
Step 3	Pull the armored cable through to the desired length, making sure the cable length is short enough that the door of the VE-9x20(R/Y/B) will not close on the cable. The extra cable length will easily store behind the adapter panel.
Step 4	Tighten the brass collar and the 6-32 nut.

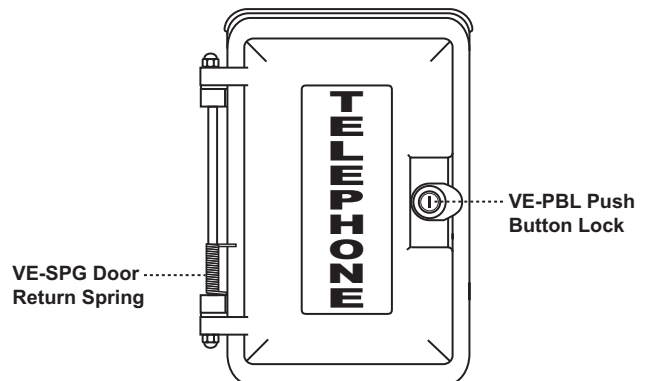


F. Optional VE-PBL Push Button Lock

An optional **VE-PBL** lock and key set is available if you choose to keep your **VE-Series** phone box locked. Please contact your distributor for pricing and availability.

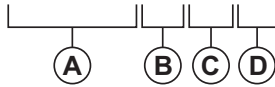
G. Optional VE-SPG Door Return Hinge Spring

An optional **VE-SPG** door return hinge spring is available to assure the door is closed after use. Please contact your distributor for pricing and availability.



Understanding VE-9x12 Model Numbers

VE-9x12R-1P



- A** **Size of the Enclosure**
9x12 = Measures approximately 9" wide x 12" tall
- B** **Color of the Enclosure**
R = Red with silver lettering
Y = Yellow with red lettering
B = Black with silver lettering

- C** **Internal Panel**
1 = Panel 1 included, see page 2
2 = Panel 2 included, see page 2
0 = No internal panel included
- D** **Enclosure Material**
P = Glass fiber reinforced plastic

Viking Products Compatible with VE-9x12

Compatible Viking Product	Product Description	Model	Color	Panel
E-10A	Analog speaker phone, black finish	VE-9x12	R/Y/B	2
E-10A-EWP	Analog speaker phone with EWP, black finish	VE-9x12	R/Y/B	2
E-10-IP	VoIP speaker phone, black finish	VE-9x12	R/Y/B	2
E-10-IP-EWP	VoIP speaker phone with EWP, black finish	VE-9x12	R/Y/B	2
E-1600-03B	Analog emergency phone, stainless	VE-9x12	R/Y/B	1
E-1600-03B-EWP	Analog emergency phone with EWP, stainless	VE-9x12	R/Y/B	1
E-1600-03-IP	VoIP emergency phone, stainless	VE-9x12	R/Y/B	1
E-1600-03-IP-EWP	VoIP emergency phone with EWP, stainless	VE-9x12	R/Y/B	1
E-1600-20A	Analog emergency phone with 2 buttons	VE-9x12	R/Y/B	2
E-1600-20A-EWP	Analog emergency phone with 2 buttons and EWP	VE-9x12	R/Y/B	2
E-1600-20-IP	VoIP emergency phone with 2 buttons	VE-9x12	R/Y/B	2
E-1600-20-IP-EWP	VoIP emergency phone with 2 buttons and EWP	VE-9x12	R/Y/B	2
E-1600-30A	Analog emergency phone, stainless	VE-9x12	R/Y/B	2
E-1600-30A-EWP	Analog emergency phone with EWP, stainless	VE-9x12	R/Y/B	2
E-1600-30-IP	VoIP emergency phone, stainless	VE-9x12	R/Y/B	2
E-1600-30-IP-EWP	VoIP emergency phone with EWP, stainless	VE-9x12	R/Y/B	2
E-1600-40A	Analog emergency phone, red with no text	VE-9x12	R/Y/B	1
E-1600-40A-EWP	Analog emergency phone with EWP, red with no text	VE-9x12	R/Y/B	1
E-1600-40-IP	VoIP emergency phone, red with no text	VE-9x12	R/Y/B	1
E-1600-40-IP-EWP	VoIP emergency phone with EWP, red with no text	VE-9x12	R/Y/B	1
E-1600-45A	Analog emergency phone, yellow	VE-9x12	R/Y/B	1
E-1600-45A-EWP	Analog emergency phone with EWP, yellow	VE-9x12	R/Y/B	1
E-1600-45-IP	VoIP emergency phone, yellow	VE-9x12	R/Y/B	1
E-1600-45-IP-EWP	VoIP emergency phone with EWP, yellow	VE-9x12	R/Y/B	1
E-1600-60A	Analog "POLICE" emergency phone, blue	VE-9x12	R/Y/B	1
E-1600-60A-EWP	Analog "POLICE" emergency phone with EWP, blue	VE-9x12	R/Y/B	1
E-1600-60-IP	VoIP "POLICE" emergency phone, blue	VE-9x12	R/Y/B	1
E-1600-60-IP-EWP	VoIP "POLICE" emergency phone with EWP, blue	VE-9x12	R/Y/B	1
E-1600-65A	Analog emergency phone, blue	VE-9x12	R/Y/B	1
E-1600-65A-EWP	Analog emergency phone with EWP, blue	VE-9x12	R/Y/B	1
E-1600-65-IP	VoIP emergency phone, blue	VE-9x12	R/Y/B	1
E-1600-65-IP-EWP	VoIP emergency phone with EWP, blue	VE-9x12	R/Y/B	1
E-1600A	Analog emergency phone, red	VE-9x12	R/Y/B	1
E-1600A-EWP	Analog emergency phone with EWP, red	VE-9x12	R/Y/B	1
E-1600-BKA	Analog compact emergency phone, black	VE-9x12	R/Y/B	1
E-1600-BKA-EWP	Analog compact emergency phone with EWP, black	VE-9x12	R/Y/B	1
E-1600-BK-IP	VoIP compact emergency phone, black	VE-9x12	R/Y/B	1
E-1600-BK-IP-EWP	VoIP compact emergency phone with EWP, black	VE-9x12	R/Y/B	1
E-1600-BLA	Analog compact emergency phone, blue	VE-9x12	R/Y/B	1
E-1600-BLA-EWP	Analog compact emergency phone with EWP, blue	VE-9x12	R/Y/B	1
E-1600-BL-IP	VoIP compact emergency phone, blue	VE-9x12	R/Y/B	1
E-1600-BL-IP-EWP	VoIP compact emergency phone with EWP, blue	VE-9x12	R/Y/B	1
E-1600-BLPA	Analog compact "POLICE" emergency phone, blue	VE-9x12	R/Y/B	1
E-1600-BLPA-EWP	Analog "POLICE" emergency phone with EWP, blue	VE-9x12	R/Y/B	1
E-1600-BLP-IP	VoIP compact "POLICE" emergency phone, blue	VE-9x12	R/Y/B	1
E-1600-BLP-IP-EWP	VoIP emergency "POLICE" phone with EWP, blue	VE-9x12	R/Y/B	1
E-1600-IP	VoIP emergency phone, red	VE-9x12	R/Y/B	1
E-1600-IP-EWP	VoIP emergency phone with EWP, red	VE-9x12	R/Y/B	1
E-1600-RDA	Analog compact emergency phone, red	VE-9x12	R/Y/B	1
E-1600-RDA-EWP	Analog compact emergency phone with EWP, red	VE-9x12	R/Y/B	1

Compatible Viking Product	Product Description	Model	Color	Panel
E-1600-RD-IP	VoIP compact emergency phone, red	VE-9x12	R/Y/B	1
E-1600-RD-IP-EWP	VoIP compact emergency phone with EWP, red	VE-9x12	R/Y/B	1
E-1600-SSA	Analog compact emergency phone, stainless	VE-9x12	R/Y/B	1
E-1600-SSA-EWP	Analog compact emergency phone with EWP, stainless	VE-9x12	R/Y/B	1
E-1600-SS-IP	VoIP compact emergency phone, stainless	VE-9x12	R/Y/B	1
E-1600-SS-IP-EWP	VoIP compact emergency phone with EWP, stainless	VE-9x12	R/Y/B	1
E-1600-YLA	Analog compact emergency phone, yellow	VE-9x12	R/Y/B	1
E-1600-YLA-EWP	Analog compact emergency phone with EWP, yellow	VE-9x12	R/Y/B	1
E-1600-YL-IP	VoIP compact emergency phone, yellow	VE-9x12	R/Y/B	1
E-1600-YL-IP-EWP	VoIP compact emergency phone with EWP, yellow	VE-9x12	R/Y/B	1
E-20B	Analog speaker phone	VE-9x12	R/Y/B	1
E-20B-EWP	Analog speaker phone with EWP	VE-9x12	R/Y/B	1
E-20-IP	VoIP speaker phone	VE-9x12	R/Y/B	1
E-20-IP-EWP	VoIP speaker phone with EWP	VE-9x12	R/Y/B	1
E-20TF-IP	VoIP touch-free entry phone, plastic chassis	VE-9x12	R/Y/B	1
E-20TF-IP-EWP	VoIP touch-free entry phone with EWP, plastic chassis	VE-9x12	R/Y/B	1
E-30	Analog speaker phone with dialer, stainless	VE-9x12	R/Y/B	2
E-30-EWP	Analog speaker phone with EWP, stainless	VE-9x12	R/Y/B	2
E-30-IP	VoIP speaker phone with dialer, stainless	VE-9x12	R/Y/B	2
E-30-IP-EWP	VoIP speaker phone with EWP, stainless	VE-9x12	R/Y/B	2
E-30-PT	Analog push-to-talk speaker phone, stainless	VE-9x12	R/Y/B	2
E-30TF-IP	VoIP touch-free entry phone, stainless steel	VE-9x12	R/Y/B	2
E-30TF-IP-EWP	VoIP touch-free entry phone with EWP, stainless	VE-9x12	R/Y/B	2
E-35	Analog speaker phone with camera, stainless	VE-9x12	R/Y/B	2
E-35-EWP	Analog speaker phone with camera and EWP, stainless	VE-9x12	R/Y/B	2
E-35-IP	VoIP speaker phone with dialer, stainless steel	VE-9x12	R/Y/B	2
E-35-IP-EWP	VoIP speaker phone with camera and EWP, stainless	VE-9x12	R/Y/B	2
E-60 Series	Analog double-gang speaker phones	VE-9x12	R/Y/B	2
E-60-EWP Series	Analog double-gang speaker phones with EWP	VE-9x12	R/Y/B	2
E-60-IP Series	VoIP double-gang speaker phones	VE-9x12	R/Y/B	2
E-60-IP-EWP Series	VoIP double-gang speaker phones with EWP	VE-9x12	R/Y/B	2
E-65 Series	Analog double-gang speaker phones with video	VE-9x12	R/Y/B	2
E-65-EWP Series	Analog speaker phones with video and EWP	VE-9x12	R/Y/B	2
E-70 Series	Analog speaker phones with proximity reader	VE-9x12	R/Y/B	2
E-70-EWP Series	Analog speaker phones with proximity reader and EWP	VE-9x12	R/Y/B	2
E-75 Series	Analog phones with video and proximity reader	VE-9x12	R/Y/B	2
E-75-EWP Series	Analog phones with video, proximity reader, and EWP	VE-9x12	R/Y/B	2
K-1500P-W	Wall phone with ringer, red	VE-9x12	R/Y/B	1
K-1500P-W ASH	Wall phone with ringer, ash	VE-9x12	R/Y/B	1
K-1900W-2	Analog hot-line wall phone, red	VE-9x12	R/Y/B	1
K-1900W-2 ASH	Analog hot-line wall phone, ash	VE-9x12	R/Y/B	1
K-1900W-IP	VoIP hot-line wall phone, red	VE-9x12	R/Y/B	1
K-1900W-IP ASH	VoIP hot-line wall phone, ash	VE-9x12	R/Y/B	1
W-1000	Handsfree doorbox, black finish	VE-9x12	R/Y/B	2
W-1000	Handsfree doorbox with EWP, black finish	VE-9x12	R/Y/B	2
W-2000A	Handsfree doorbox, plastic chassis	VE-9x12	R/Y/B	1
W-2000A-EWP	Handsfree doorbox with EWP, plastic chassis	VE-9x12	R/Y/B	1
W-3000	Handsfree doorbox, stainless steel	VE-9x12	R/Y/B	2
W-3000	Handsfree doorbox with EWP, stainless steel	VE-9x12	R/Y/B	2

Understanding VE-9x20 Model Numbers

VE-9x20R-0



A Size of the Enclosure
9x20 = Measures approximately
 9" wide x 20" tall

B Color of the Enclosure
R = Red with silver lettering
Y = Yellow with red lettering
B = Black with silver lettering

C Internal Panel
[blank] = Standard panel included,
 see page 3
0 = No internal panel included

Viking Products Compatible with VE-9x20

Compatible Viking Product	Product Description	Enclosure Model	Color
K-1500-7	Analog no-dial panel phone	VE-9x20	R/Y/B
K-1900-7	Analog hot-line panel phone	VE-9x20	R/Y/B
K-1900-712L	Analog hot-line panel phone	VE-9x20	R/Y/B
K-1900-712L-EWP	Analog hot-line panel phone	VE-9x20	R/Y/B
K-1900-712L-IP	VoIP panel phone with dialer	VE-9x20	R/Y/B
K-1900712LIPEWP	VoIP panel phone with dialer	VE-9x20	R/Y/B
K-1900-7-EWP	Analog hot-line panel phone	VE-9x20	R/Y/B
K-1900-7-IP	VoIP panel phone with dialer	VE-9x20	R/Y/B
K-1900-7-IP-EWP	VoIP panel phone with dialer	VE-9x20	R/Y/B
K-1900-8	Analog panel phone with keypad	VE-9x20	R/Y/B
K-1900-812L	Analog panel phone with keypad	VE-9x20	R/Y/B
K-1900-812L-EWP	Analog panel phone with keypad	VE-9x20	R/Y/B
K-1900-812L-IP	VoIP panel phone with built-in entry system	VE-9x20	R/Y/B
K-1900812LIPEWP	VoIP panel phone with built-in entry system	VE-9x20	R/Y/B
K-1900-8-EWP	Analog panel phone with keypad	VE-9x20	R/Y/B
K-1900-8-IP	VoIP panel phone with built-in entry system	VE-9x20	R/Y/B
K-1900-8-IP-EWP	VoIP panel phone with built-in entry system	VE-9x20	R/Y/B

Warranty

IF YOU HAVE A PROBLEM WITH A VIKING PRODUCT, CONTACT VIKING TECHNICAL SUPPORT: 715-386-8666

Our Technical Support Department is available for assistance Monday through Friday 8:00am to 5:00pm central time. 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. 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. 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 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. 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 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. 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.

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