

Make The First Impression A Good One!

Provide All Callers A Consistently Clear And Professional Greeting



Greet all callers with a courteous message, call after call! Digitally recorded in the attendant's natural voice, the caller will never know the difference, but the attendant will!

The attendant monitors the greeting and responds live to the caller's request.

The greeting can be recorded in seconds at the attendant's desk or console. Changes can be made easily. The greeting can match the occasion, such as: morning, afternoon, evening, holidays, special promotions or personnel changes.

FEATURES

- Modular Installation-takes just a few minutes
- Field expandable greeting from 8 to 32 seconds
- Output jack for service observation provided
- Automatic or manual operation (depends on the type of handset)
- Remote switch (Model RS-1) with Visual Playback indicator
- Compatible with Carbon, Electret, Dynamic hand/headsets.
- Battery back-up optional by installing a 9 V rechargeable battery
- U.L. Listed Power Supply included

SPECIFICATIONS

POWER: 120V AC UL Listed Power Supply Provided

WEIGHT: 2 lbs. (shipping)

ENVIRONMENTAL: 32°F to 90°F, 0°C to 40°C
5% to 95% non-condensing humidity

DIMENSIONS: 4¾" X 2¾" X 1⅜"

Made In The U.S.A.

I. GENERAL

The **VS-200** is perfect for eliminating the fatigue of repetitious phone answering, while maintaining a consistent courteous greeting.

Volume control, wiring protocol settings and internal microphone make the **VS-200** compatible with most Carbon, Electret, and Dynamic type hand/headsets.

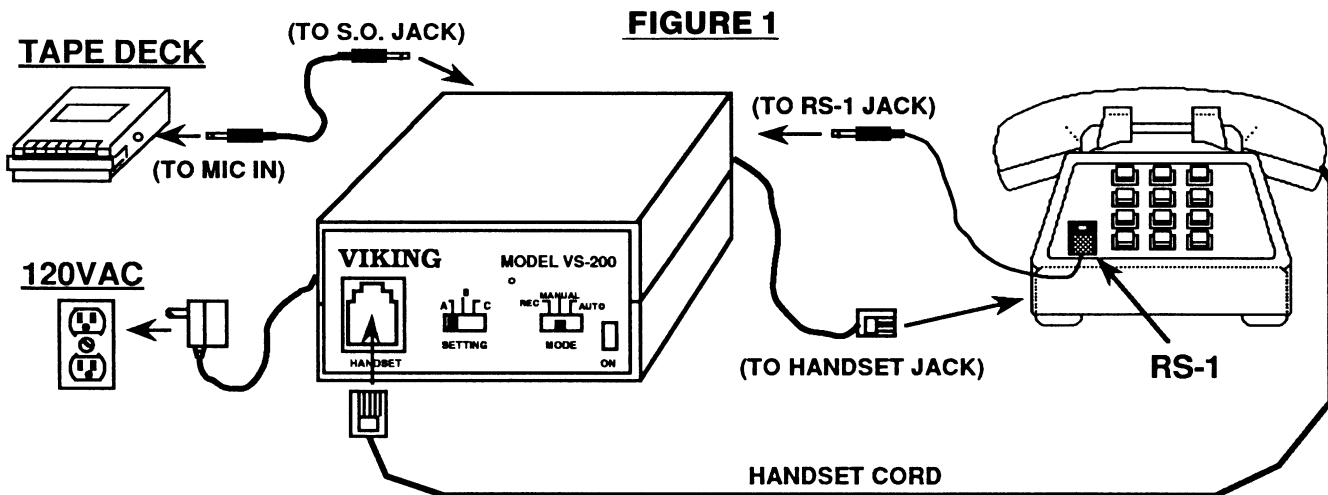
The **VS-200** produces a high quality digital announcement that may be updated as often as required. It is expandable from 8 to 32 seconds of greeting time by installing up to three (256K) memory chips. (Viking's Dram-32 memory expansion kit includes 2 of these chips)

II. POWER FAILURE

In the event of a power failure, your **VS-200** will lose the announcement. A 9 volt rechargeable (NICAD) battery may be installed to maintain the recording up to 4 hours during a power failure (See battery back-up installation).

NOTE: Battery backup time will decrease with message play and the number of memory chips.

III. INSTALLATION



The **VS-200** is designed to be located on the attendants desk next to the console or answering position telephone.

Connect the **VS-200** to your receptionist's phone as shown in figure 1. A tape deck can be used for optional service observing. The RS-1 (remote switch) is used to start or record the message remotely. It contains a playback indicator LED to confirm message play and completion. Mount the remote switch in a convenient location on or by the telephone. **NOTE:** If hand/headset is terminated with a $\frac{5}{8}$ " on center twin telephone plug, a modular adapter plug and socket must be used. Order WESTEK models W478 & PTL-6. (408) 438-7566

The **VS-200** requires 24 hour unswitched 120V AC power. The unit is not protected against damage from power line surges. A surge protector is recommended.

BACK-UP BATTERY INSTALLATION: Remove cover from the **VS-200** by removing the two screws located on the bottom. Then remove the battery snap from the double sided tape on the inside cover and snap it to the battery. Peel the paper off of the double sided tape that held the battery snap, press the battery down on the tape and replace the cover.

NOTE: The battery must be a rechargeable type (Battery not included).

IV. OPERATION

TO RECORD THE ANNOUNCEMENT:

How to determine if your handset is capable of recording on the VS-200

1. Connect the **VS-200** to your telephone as shown in figure 1.
2. Place "SETTING" switch in position A. Place "Mode" switch in RECORD position.
3. Press and hold RS-1 (remote switch) while reciting message into handset mouthpiece.
NOTE: For a better recording, immediately release RS-1 button after the last word of message.
4. Place "MODE" switch in PLAY position and press any Touch Tone number on phone to clear dial tone, then momentarily depress RS-1. The **VS-200** should playback the recited message. If not, the phone is not capable of handset recording. Refer to "Internal Microphone Recording." (If handset recording is preferred, order Viking Model W-3610 carbon handset. This handset would be used for recording only and is not a replacement for your existing handset)
NOTE: If the handset is capable of recording on the **VS-200**, it is your option to record with your handset or use the **VS-200's** internal microphone. In noisy office environments it may be necessary to record with a standard carbon handset rather than the internal microphone. To record, place the "MODE" switch on REC and the "SETTING" switch on A. Plug the carbon handset into the handset jack and press the RS-1 switch while recording. Then return the wiring protocol "SETTING" switch to desired setting.

Internal Microphone Recording:

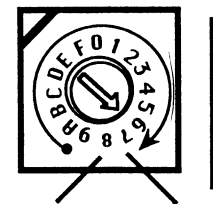
1. Place "MODE" switch in RECORD position. Place "SETTING" Switch in B position.
2. Hold front of unit approximately 4 inches away from mouth.
3. Press and hold RS-1 (remote switch).
4. Recite answering message in normal voice volume, directly into front panel of **VS-200**.
5. Release RS-1 switch immediately after the last word of recited message.
NOTE: For best recording results, a quiet environment is recommended.

TO PLAYBACK THE ANNOUNCEMENT:

1. Place "MODE" switch in PLAY position. Place "SETTING" switch in B position.
2. Momentarily depress RS-1 switch while monitoring with the attendant's hand/headset to confirm the desired message was recorded.
3. Make a incoming test call to determine correct volume setting and adjust output volume control to desired level (see figure 2).
NOTE: If caller does not hear your message, move "SETTING" switch to C position, place volume setting to position "7" and retry.

Typical Wiring Protocol & Volume Settings Per Telephone Manufacturer		
Telephone Model	Wiring Protocol Settings, Figure 3	Volume Settings Figure 2
AT&T Merlin	B	6
AT&T Partner	B	6
Comdial Executech	B	7
Mitel Superset 3 or 4	B	6
Mitel SX100/200 Console	A	7
Panasonic "Ease-phone"	B	5
Premier Intertel	B	A
Standard 2500 set	A	7

FIGURE 2

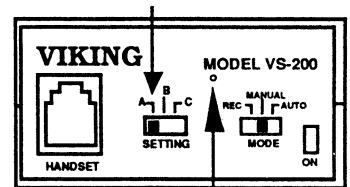


LOWEST HIGHEST
(volume control on bottom of unit)

FIGURE 3

Wiring Protocol "SETTING" Switch

- A = External Mic (carbon)
- B = Internal Mic
- C = Internal Mic



Internal Microphone

AUTO PLAY MODE:

The auto play mode can only be used if the phone handset is capable of recording on the **VS-200** and the handset or telephone goes "on hook" between conversations.

NOTE: A handset with a carbon type microphone must be used.

1. Place "MODE" switch in AUTO position.
In this mode, the **VS-200** will automatically play the recording as soon as you come off-hook with the phone.

SERVICE OBSERVING:

The Service Observing jack provides a audio output suitable for remote recording and service observation (compatible with Viking Model S0-24). The **VS-200** is provided with a 1/8" audio output jack. A Radio Shack double ended 1/8" plug cord (part #42-2420) or equivalent is recommended for connecting the **VS-200** to the "MIC IN" of a standard tape recorder.