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# TECHNICAL Practice

**TELECOM SOLUTIONS FOR THE 21ST CENTURY**

**SA-IR**  
*Infrared Remote for  
Self-Amplified  
Paging System*

November 8, 2010

## ***Infrared Remote for SA-Series Self-Amplified Paging System***



The Viking model **SA-IR** is a three button infrared remote control for use with the Viking Model **SA-1S** and **SA-1H** (pending) self amplified paging speakers. Aim the infrared transmitter at the speaker and press the buttons. The up/down buttons allow users to set the appropriate volume level for each room. The speaker provides an audible "beep" feedback tone to let the user gauge the volume level even when there's no background music (or page) playing at the time.

### **Features**

- Infrared remote control of paging speakers
- Users set their own volume levels to suit the noise levels in the room
- Allows users to mute all background music and pages, individual pages, or just background music
- Audible feedback "beep" to set the proper volume

**Phone... 715.386.8861**

**<http://www.vikingelectronics.com>**

### **Applications**

- Small businesses
- Doctor's offices
- Conference rooms

### **Specifications**

**Power:** Two (2) AAA batteries (provided)

**Dimensions:** 130mm x 56mm x 18mm (5.1" x 2.2" x 0.7")

**Shipping Weight:** 0.14kg (.3 lbs)

**Environmental:** 0°C to 32°C (32°F to 90°F) with 5% to 95% noncondensing humidity

**Range:** 5m (16')

## Operation

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Infrared remote control is one of a few features that set Viking's self amplified paging system ahead of older legacy Valcom and Bogen systems. The old 4 wire systems required the installer to manage background music zones, and hardwire each speaker to one zone or the other, and then have to walk around with a ladder to manually set the volume of each speaker to hopefully the proper level. If the user decides one of the speakers should now have background music or a volume adjustment, it's back up the ladder to pull more wire, and adjust more pots.

With the Viking **SA Series** 2 wire self amplifier paging system, the installer can connect all the speakers to the same pair of wires, and then simply show the user how to use the **SA-IR** infrared remote control to adjust volume, mute, and background music.

The mute button can totally mute the speaker, or if the **SA Series** paging system set to run in "Smart Mode", the mute button can be used to enable or disable background music. For example, using the infrared remote control, conference room users can turn off the background music, but still receive pages. To set that up, they simply press the mute button on the remote control. That immediately kills the background music and allows pages. If the user wants to kill all paging, they simply tap the volume down button until they no longer hear the feedback beep tone. So the **SA-IR** gives the end user complete control over their paging system's background music, loud ringing, and paging with each individual speaker. No other system offers such flexibility.

## Warranty

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### 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 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 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 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 (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.**

### 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 one year from the date of purchase from any authorized Viking distributor or 18 months from the date manufactured, which ever 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.

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.

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**Product Support Line...715.386.8666**

**Fax Back Line...715.386.4345**

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