

Viking C-1000 Door Entry Controller Connecting and Programming Avaya IP Office Telquest Tech Support

The Viking Door Control Unit can be configured several different ways.

This Help Sheet will address the two most common when used with the Avaya IP Office.

Method 1: Using the Viking W-1000 or W-2000 Door Boxes.

Note: These Door Boxes require 2 pairs.
1 for power and 1 for voice. (Tip and Ring)

We will program the Viking unit with some basic settings.
You may choose to change them.

Mount and power up the Viking unit but do not connect anything to it.

Set the Talk Battery Switch in the ON Position.

Move DIP switch 2 to the ON position. (You will need a very tiny screwdriver)

For the locations of these switches, consult the Installation Info from Viking that came in the box.

Connect your Buttset (in Monitor Mode) to terminals 4 & 5 ("OUT TO PHONES") on the Viking unit.

See Page 4 for:

Method 2: Using Viking unit in the Analog PBX/KSU station mode with an Avaya Door Box

Method 1: Using the Viking W-1000 or W-2000 Door Boxes.

Programming the Viking unit

The Door Strike activation time for both Door Strikes/Relays is defaulted to .5 second.

We will set both to 5 seconds (you can use a different time if you like. 10 Seconds Max.)

We will also disable the ability to Latch/Lock the Door Strikes/Relays.

Go Off Hook on your Buttset.

You will hear 2 short Beeps.

Dial 05#01 (The 05=5 Seconds. The #01=Door Strike 1)

You will hear 2 beeps

Dial 05#02 (The 05=5 Seconds. The #01=Door Strike 2)

You will hear 2 beeps

Dial *6 (This disables the Latching)

You will hear 2 beeps

Hang up

Move DIP switch 2 to the OFF position.

Leave the Talk Battery Switch in the ON Position for now.

Disconnect your Buttset.

So here is what we have done so far.

Set the time that both Door Strike/Relays, in the Viking unit, to operate for 5 seconds.

Disabled the Door Strike/Relay Latching for both.

This is done to prevent someone from entering a wrong "Door Open" code which would cause the door to stay open or keep buzzing.

Connecting the Viking unit to a SPARE CO Line port on the KSU.

Method 1: Using the Viking W-1000 or W-2000 Door Boxes.

Remember:

Using the Viking W-1000 or W-2000 Door Boxes.

Note: These Door Boxes require 2 pairs.
1 for power and 1 for voice. (Tip and Ring)

Leave the Talk Battery Switch in the ON Position.

The following connections are to be made on the Viking unit.

Connect the Tip and Ring (Talk Circuit) from your first Door Box to “DOORBOX 1”.

Connect the Tip and Ring (Talk Circuit) from your second Door Box to “DOORBOX 2”.

Connect the power for both Door Boxes to “DOORBOX 13 VAC PWR”.

Connect the Tip and Ring of a SPARE CO Line Port of the KSU to “OUT TO PHONES”.

Connections to a Door Release Device for “DOOR STRIKE 1” and “DOOR STRIKE 2” is up to you.

Testing:

Press the button on each Door Box.

The Door Box will send a “Ring Signal” (ring generator) to the KSU.

The SPARE CO Line should start ringing.

Answer the call.

You can operate the Door Strike/Relays in the Viking unit by using these codes:

Door Strike/Relay 1 by dialing **

Door Strike/Relay 2 by dialing *2

**Connecting the Viking unit to a SHARED CO Line port on the KSU.
This is when you have a CO Line connected to the CO Line Port**

Use the exact same instructions as shown above with these two exceptions.

Place the Talk Battery Switch in the OFF Position.

Connect the Telco CO Line to “C.O. LINE INPUT” on the Viking unit

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Method 2: Using Viking unit in the Analog PBX/KSU station mode with an Avaya Door Box

This setup procedure is only used once at the time of installation

We will program the Viking unit with some basic settings.
You may choose to change them.

Mount and power up the Viking unit but do not connect anything to it.

Set the Talk Battery Switch to the ON Position.

Move DIP switch 2 to the ON position. (You will need a very tiny screwdriver)

For the locations of these switches, consult the Installation Info from Viking that came in the box.

Connect your Buttset (in Monitor Mode) to terminals 4 & 5 ("OUT TO PHONES") on the Viking unit.

The Door Strike activation time for both Door Strikes/Relays is defaulted to .5 second.
We will set both to 5 seconds (you can use a different time if you like. 10 Seconds Max.)

We will disable the ability to Latch/Lock the Door Strikes/Relays.

We will set the Viking unit in the Analog PBX/KSU station mode.

Go Off Hook on your Buttset.
You will hear 2 short Beeps.

Dial 05#01 (The 05=5 Seconds. The #01=Door Strike 1)
You will hear 2 beeps

Dial 05#02 (The 05=5 Seconds. The #01=Door Strike 2)
You will hear 2 beeps

Dial *6 (This disables the Latching)
You will hear 2 beeps

Dial *5 (This puts the Viking unit in the Analog PBX/KSU station mode)
You will hear 2 beeps

Hang up

Move DIP switch 2 to the **OFF** position.

Set the Talk Battery Switch to the **OFF** Position.

So here is what we have done so far.
Set the time that both Door Strike/Relays, in the Viking unit, to operate for 5 seconds.

Disabled the Door Strike/Relay Latching for both.
This is done to prevent someone from entering a wrong "Door Open" code which would cause the door to stay open or keep buzzing.

Set the Viking unit in the Analog PBX/KSU station mode.

Method 2: Using Viking unit in the Analog PBX/KSU station mode with an Avaya Door Box

Notes:

This method technically only allows one Door Box, however you can bridge a second Door Box at the “Door Box 1” connection point.

You can operate the Door Strike/Relays in the Viking unit by using theses codes:

Door Strike/Relay 1 by dialing **

Door Strike/Relay 2 by dialing *2

When using an Analog Station Port, the Door Phone must dial a number when the button is pressed.

OR

The Analog Station Port must be programmed as a Hotline Alert Number.

If you are using the Viking unit on an Avaya IP Office Basic/Partner Mode KSU keep this in mind.

The KSU does NOT provide a Positive Disconnect Clear signal on the Analog Station Port at the end of a call. This means that once the Call/Push button is pressed, the Avaya Door Box will stay “Off Hook” forever.

You can use the Timer Option in the Avaya Door Box to work around this problem.

You will also need to program the Analog Station Port used by the Door Box with a Hotline Alert Number.

Programming the Avaya IP Office Basic/Partner Mode

In this example, I am using Extension 16.

Name the extension “Door Box”

The screenshot shows the 'Admin Tasks' menu on the left with 'User Setup' highlighted. On the right, the 'User Setup' page displays a table titled 'Configure User List'.

	Extension	Name	Language	Ex
	12		English (US)	
	13		English (US)	
	14		English (US)	
	15		English (US)	
	16	Door Box	English (US)	
	17		English (US)	

Enter the Hotline Alert Number

The screenshot shows the 'User Setup - Advanced Settings' page. The 'User Selection' dropdown is set to '16: Door Box'. The 'Hotline Alert Number' field is set to '74'. The 'Equipment Type' is set to 'Standard'.

Advanced Parameters

Ring Pattern	1*	VMS Cover Ring	3
Abbreviated Ringing	Active*	Intercom Dial Tone	Regular*
Call Coverage Ring	2	Distinctive Ring	Active*
Call Waiting Extension	Not Assigned*	Hotline Alert Number	74
Automatic VMS Cover	Assigned*	Privacy Enabled	<input type="checkbox"/>
Transfer Return Extension	None	Override Line Ringing	<input type="checkbox"/>

Voicemail Settings

Voicemail Code		DTMF Breakout	
Confirm Voicemail Code		Reception / Breakout (DTMF *0/0)	
Voicemail Email		Breakout (DTMF 2)	
		Breakout (DTMF 3)	

Equipment Type

☐ Loudspeaker Paging ☐ Door Phone 1 ☐ Door Phone 2 ☐ Fax Machine ☒ Standard ☐ Phantom

Hotline Alert Number 74 is “Calling Group 74”.

When the button is pressed on the Door Box, all extensions in “Calling Group 74” will ring.

DO NOT set the Equipment Type to Door Phone 1 or 2, keep it at Standard.

Enter the Extensions that will ring when the Door Box button is pressed.

Do not put the Door Box Extension in the Selected Users area.

Admin Tasks

System
User Setup
Group Management
Trunks
Auxiliary Equipment
Auto Attendant Setup
Advanced Parameters

System Details

Name	00E00708644A
IP Address	192.168.111.116
Version	9.0.400.965
Edition	BASIC

Group Management

[Hunt Groups](#)
[Pickup Groups](#)
[Calling Groups](#)
[Night Service Group](#)

Calling Groups Configured

Name	Number	Ring Mode
Calling Group 1	71	Ring All
Calling Group 2	72	Ring All
Calling Group 3	73	Ring All
Calling Group 4	74	Ring All

Assign Users to Group

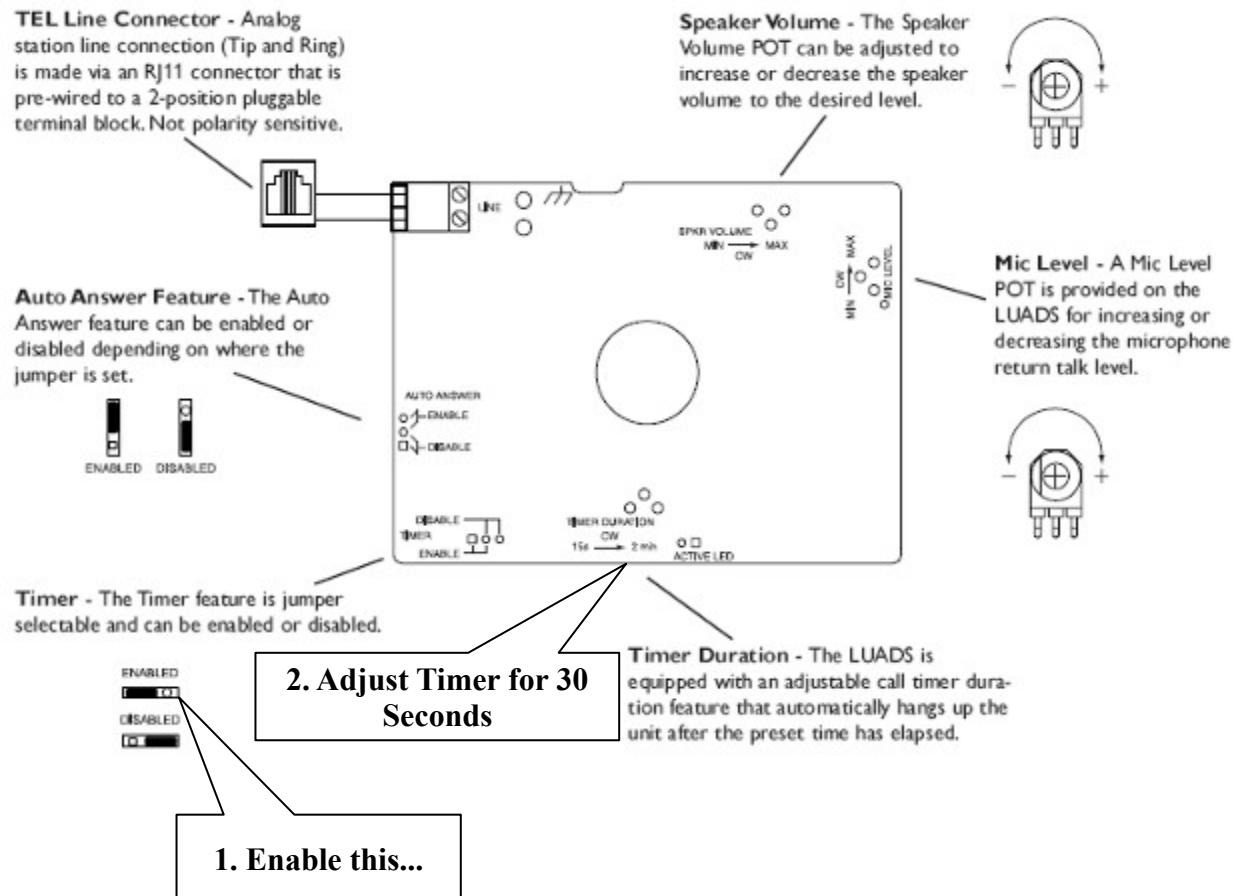
Available Users
16::Door Box

Add >
Add All >>
< Remove
<< Remove All

Selected Users
10::
11::
12::
13::
14::
15::
17::

What can I do from here?
Configure and assign users to calling, hunt, pickup and night service groups.

This is the documentation that comes in the box with an Avaya Door Box.



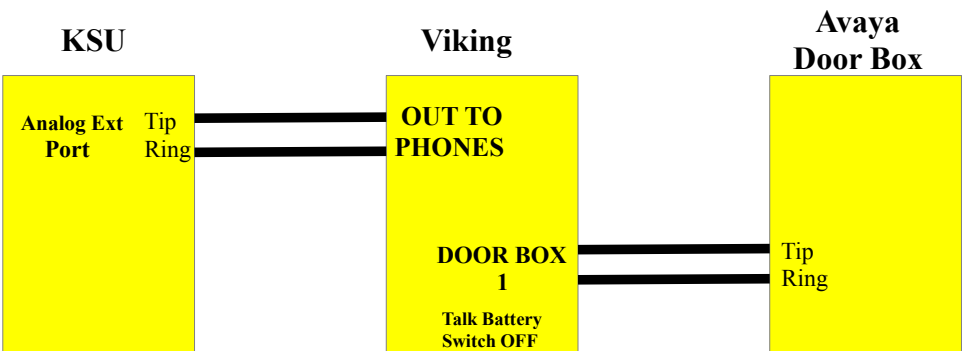
Since there is no Disconnect Signal from the Analog Station Ports on the Combo Card, you need to have the Door Phone disconnect itself automatically after a period of time.

I have suggested using 30 seconds in the above diagram.

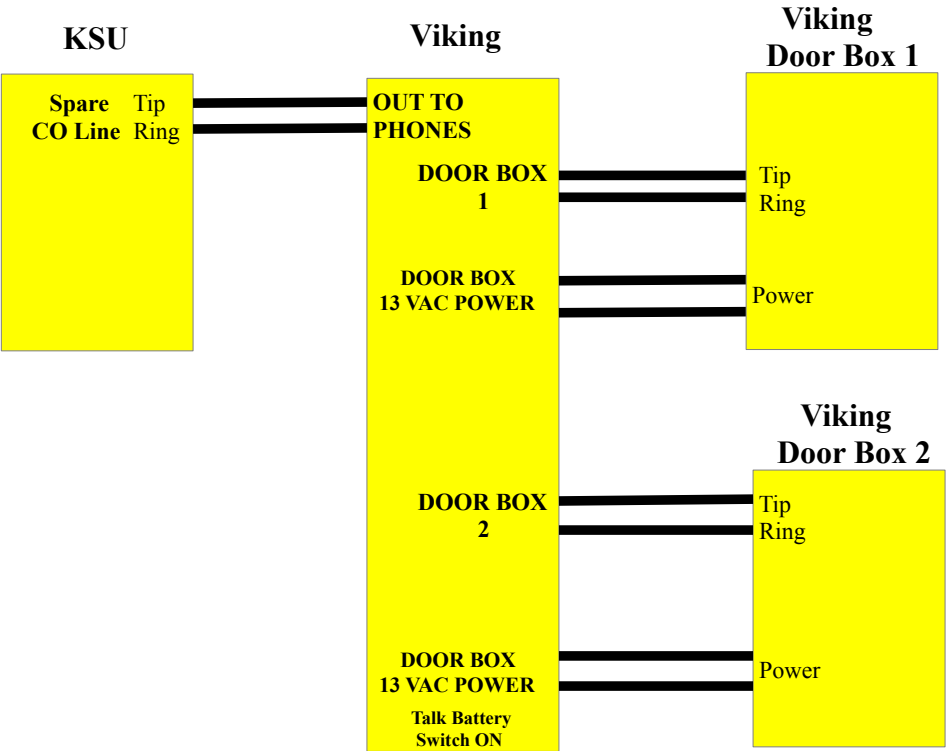
You can use more or less based on your installation.

Using this feature of the Door Phone, it will disconnect itself at the end of the Timer Period.

Method 2: Using Viking unit in the Analog PBX/KSU station mode with an Avaya Door Box



Method 1: Using the Viking W-1000 or W-2000 Door Boxes with a Spare CO Line



Method 1: Using the Viking W-1000 or W-2000 Door Boxes with a Shared CO Line

