

VoIP Panic Button with User Recorded ID Message

Model **PB-3-XP** is an VoIP Emergency Phone Panic Button designed to mount under a desk or countertop and provide a quick and reliable way to make a silent emergency call. The called party can silently monitor the situation or engage in two-way handsfree communication by entering a touch tone “#” (configurable).

The **PB-3-XP** functions as a SIP end point connecting with a single CAT 5/6 cable from your POE switch. The unit can be programmed from any browser on the same LAN or remotely using a static IP address.

The **PB-3-XP** dials up to 10 emergency numbers and can be programmed to automatically deliver a digital voice announcement and / or an optional DTMF touch tone code to identify the location of the emergency call. The programmable red LED integrated into the push button will light, indicating that an emergency call is in progress.



! Installation requires a Network Administrator / IT Technician

Features

- **SIP compliant emergency calls with TLS and SRTP**
- Discreet compact design
- Built-in microphone for silent monitoring
- Full duplex audio when speaker is enabled
- 2 Amp relay contacts for **SL-2** strobe light control, etc.
- WEB UI programming
- Outbound Proxy, Authentication ID, Peer to Peer, auto VLAN
- PoE powered (class 1, <4 Watts)
- Failover via second SIP account or DNS SRV
- Upload audio files for in-call playback
- Network downloadable firmware
- Handsfree operation
- Dials up to 10 emergency numbers
- Post connect dialing with pauses for auto-attendant steering
- Cycles through backup phone numbers on busy or no-answer
- Extended temperature range (-40°F to 140°F)
- Optional **SL-2** or **BLK-4-EWP** Strobe Light Kits available
- **Full Diagnostics** for microphone, speaker, relay and SIP
- Also available as an analog telecom interface, see model **PB-3** for more information
- Send webhooks to trigger lockdowns

Applications

- K-12 classrooms
- College classrooms
- Courtrooms
- Bank tellers
- Silent holdup alarm dialer
- Gas stations
- Motel reception desks
- Convenience stores
- All night restaurants
- Casinos

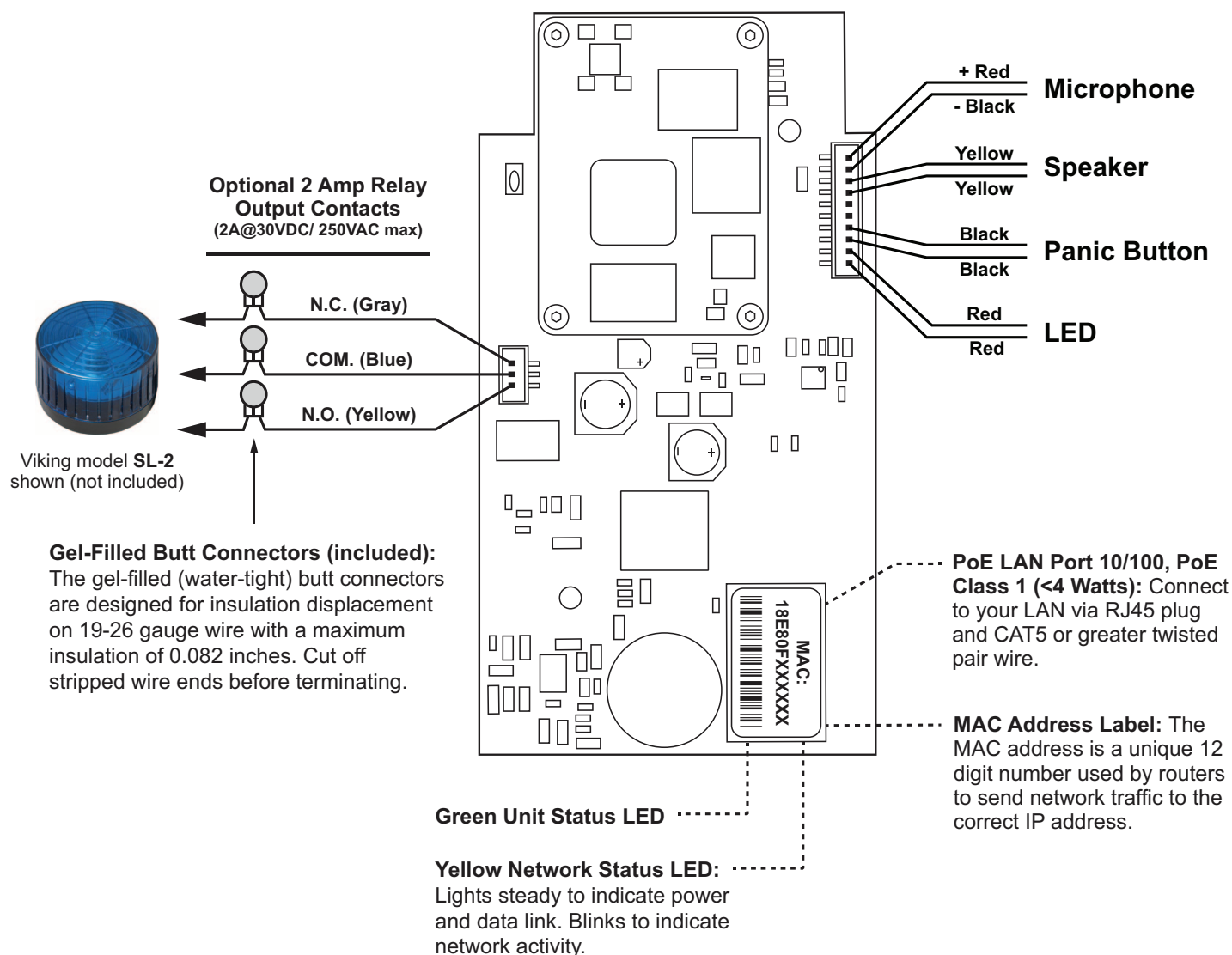
www.VikingElectronics.com
Information: 715-386-8861

Specifications

Power: PoE class 1 (<4 Watts)
Maximum Sound Pressure: 86 dB SPL @ 1m
Dimensions: See Installation and Specifications
Operating Temperature: -40°F to 140°F (-40° C to 60° C)
Humidity: 5% to 95% non-condensing
Audio Codecs: Opus, Speex 32/16/8K, GSM, ILBC, L16 44.1K, G711u, G711a, G722
Network Compliance: IEEE 802.3 af PoE, SIP 2.0 RFC3261, 100BASE-TX with auto cross over
Connections: (1) RJ45 10/100 Base-T, (3) gel-filled butt connectors

Wiring Overview

Rear (PCB) View of PB-3-XP



Installation and Specifications

Dimensions: 5.75" x 3.08" x 1.05" (146 mm x 78 mm x 27 mm)

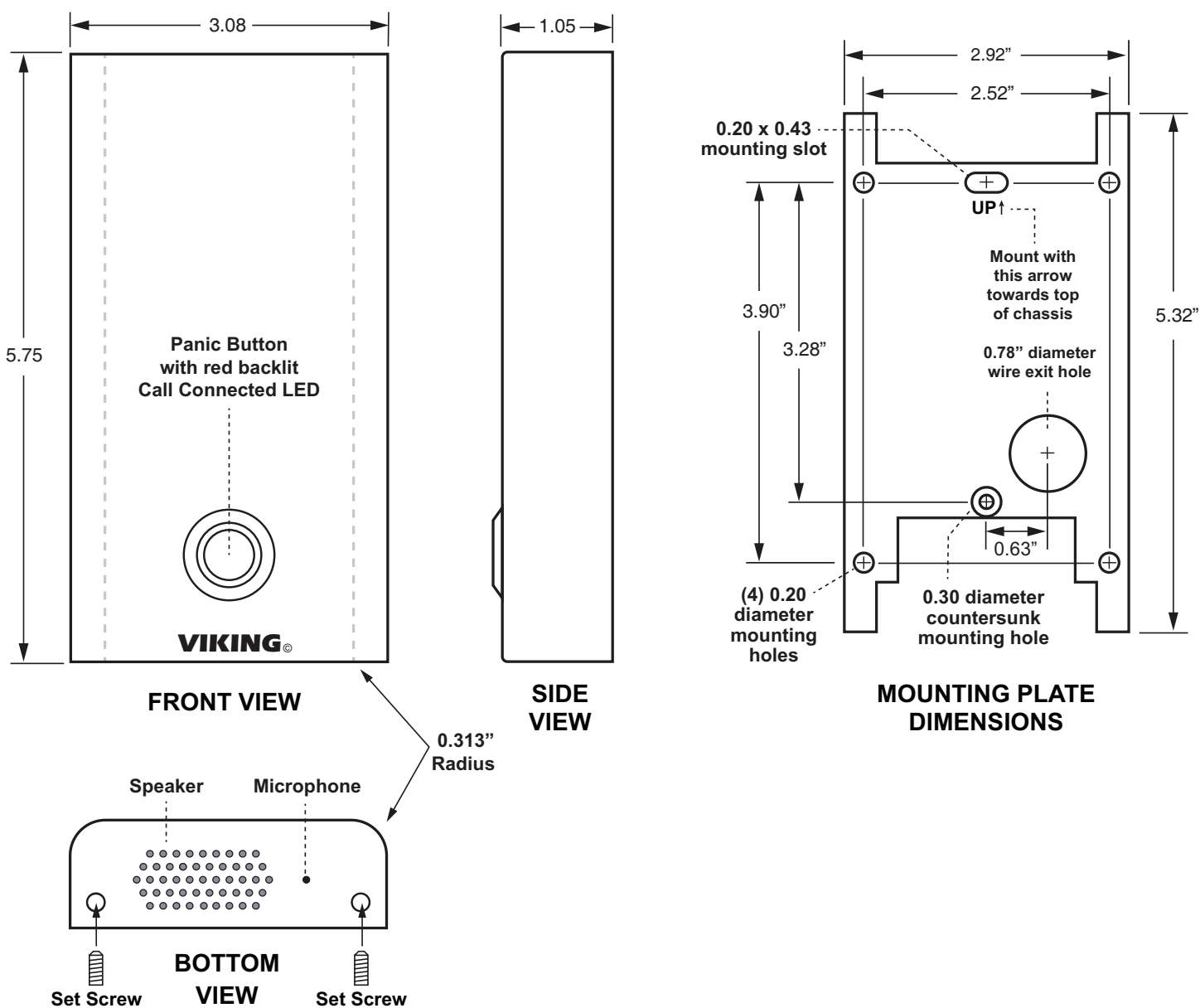
Material: 0.048" (18 gauge) steel

Finish: Black fine textured powder paint

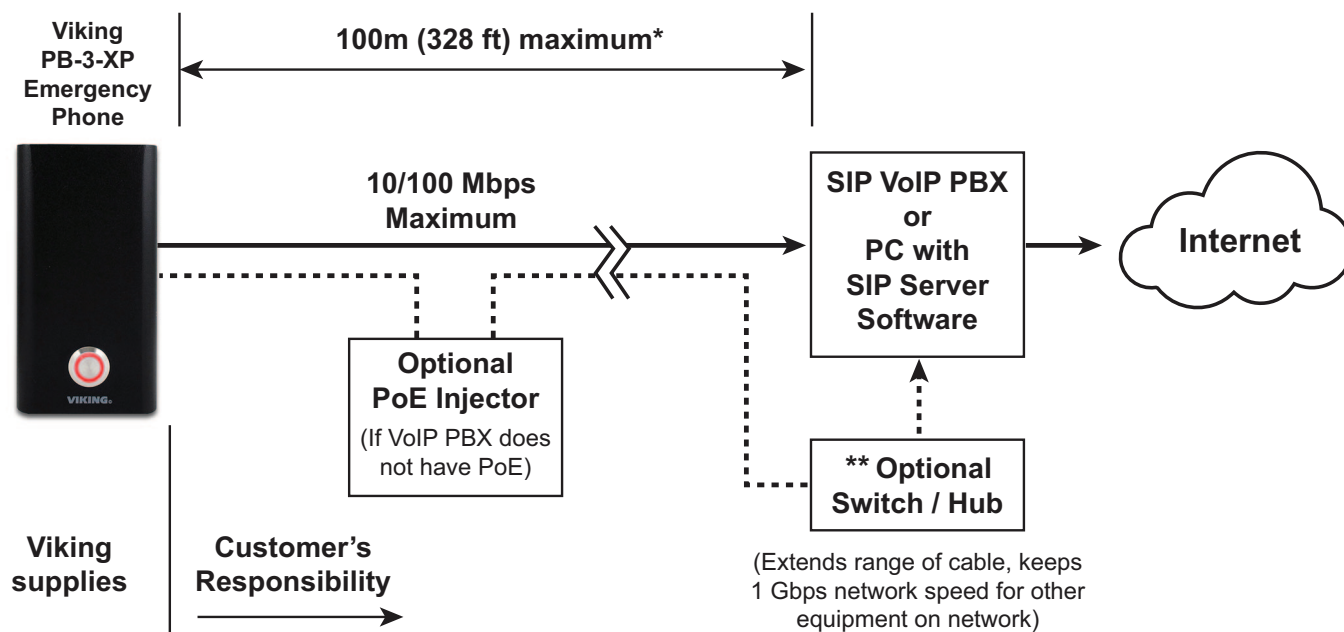
Shipping Weight: 2.5 lbs. (1.3 kg)

Connections: Gel-filled butt connectors

Mounting: Surface mount under desks, under counter tops, to walls, posts or single gang electrical boxes. Attach mounting plate in desired location. Attach wires then fasten cover to mounting plate with provided 8-32 set screws.



Typical Installation on SIP Based VoIP Phone System



* **Note:** A PoE extender can be used for an additional 100 meters per extender. For longer runs (up to 2 km / 1.2 miles) an ethernet to fiber media converter can be used.

** Network Port Settings

- Make sure the port is not in trunk mode
- Make sure port is capable of 100 Mbps full duplex
- Disable Spanning Tree Protocol (STP) or enable Portfast

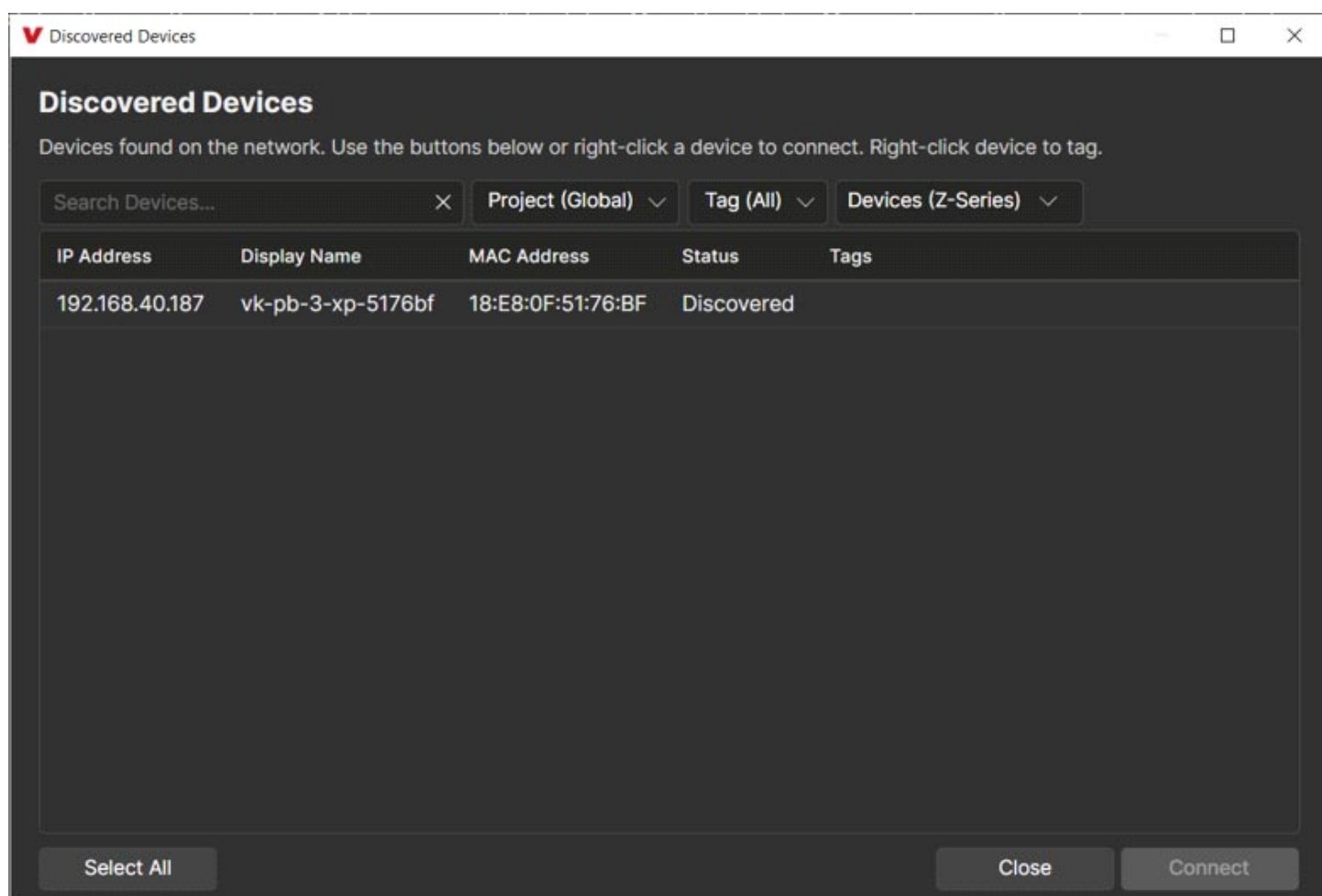
Programming PC Requirements

- Windows 10/11, Linux, or MAC computer
- Available LAN with PoE (class 1 < 4 Watts)
- Ethernet cable (CAT5 minimum)
- 512 MB minimum free hard drive space for installation
- 128 MB of free physical RAM

Discovery

Download and Install the Discovery Software

Step 1	From the programming PC, go to www.vikingelectronics.com/vdm
Step 2	Install the Viking Device Manager software by saving or opening the file and then clicking on the Installer or Applmage (Linux).
Step 3	Follow the prompts on your screen to complete software installation.
Step 4	To start the application, click the icon on your desktop. The main screen will appear, allowing the user to program any PB-3-XP connected to that LAN. Note: <i>PC must be connected to the same LAN as the PB-3-XP.</i>

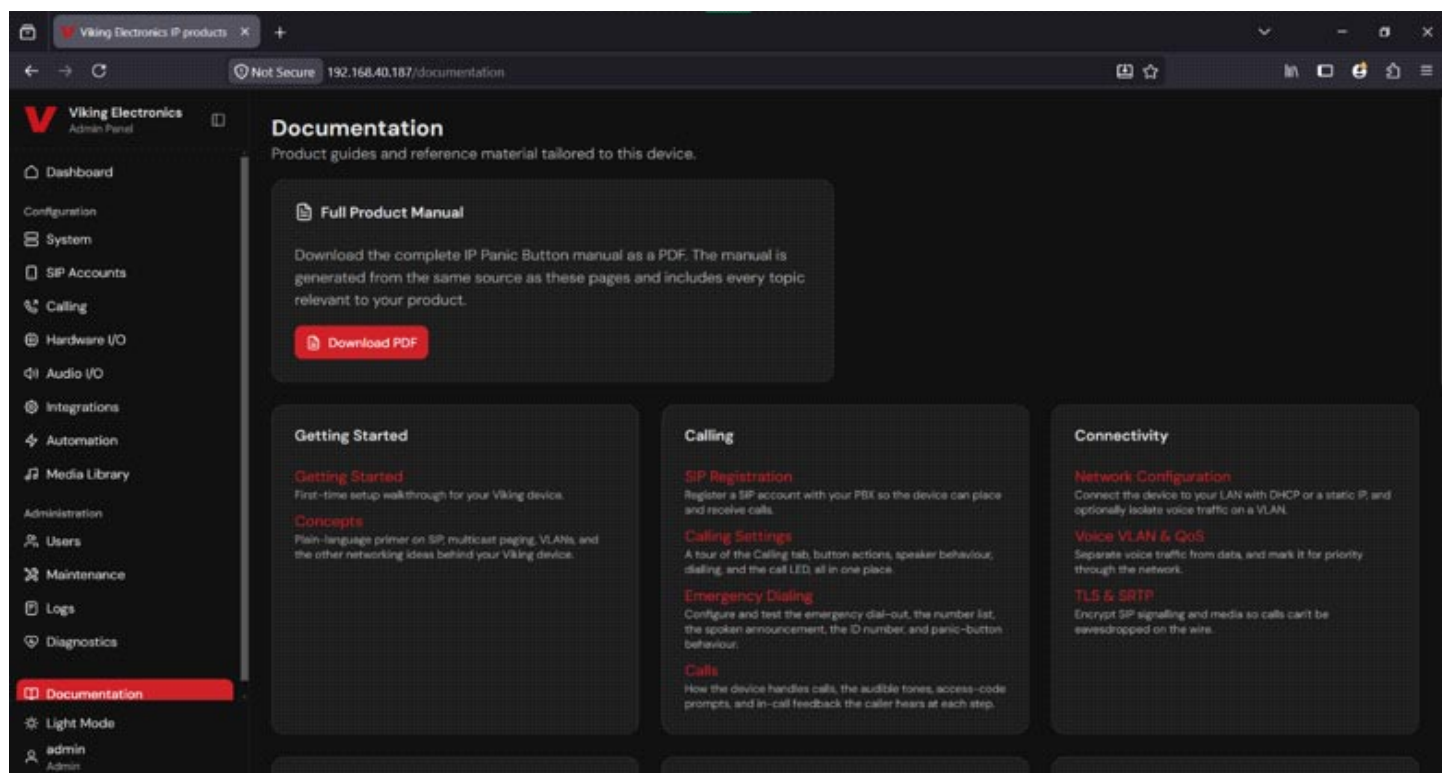


Step 5	Double-click the unit in the list or click Connect. You will be asked if you would like to open the Web UI in a browser, click Yes to continue.
Step 6	Login for the first time with the default Administrator account (admin, admin).
Step 7	For security, change the password for the 'admin' user, and add new Users limited to required permissions.

Full Software Documentation

Once logged into the Web UI you have access to the full software manual that matches the firmware on your device.

Click the 'Documentation' button on the left side of the UI. From there, a full PDF can be downloaded, or features/sections can be browsed using on screen links to find what you need directly.



Registration

Registering an Account

To make outbound emergency calls, the **PB-3-XP** will need to be registered to a SIP PBX, VoIP Provider, or configured for peer-to-peer calling. To start, open the SIP Account settings and enter the credentials for the account.

Typically, this requires at least a SIP Server Address (and/or Outbound Proxy), a SIP Username, and a Password. Some configurations use additional settings like 'Authentication ID'. Obtain the account credentials from your Provider or IT department.

Edit Zoom-2-715-201-9530

Account Name
Display name for sip account
Zoom-2-715-201-9530

Registration Inbound Alternate

Caller ID ⓘ
7152019530

☐ Peer-to-Peer Mode ⓘ

Username ⓘ
365355680358546815843

Password ⓘ
nXYcIERHsvokQ8415ISub

SIP Server ⓘ
10000436.zoom.us

Authentication ID ⓘ
9950771645402

Proxy ⓘ
gosp0h.sjc.zoom.us:5091

Registrar Server ⓘ

Authentication Realm
SIP authentication realm. Use "" to accept any realm (default).

Transport Protocol ⓘ
TLS

SRTP Signaling Mode ⓘ
Optional

☐ Use SIPs URI ⓘ

SRTP Secure Signaling Requirement ⓘ
Any Transport

Registration Expiration ⓘ
300 seconds
Range: 30 - 3600

Cancel Save & Close

Failover / Alternate Account

To ensure emergency calls can always be made, a second SIP account can be added, or DNS SRV can resolve the failover address in the case of an outage.

Use the 'Alternate' settings to configure this value. When using a second SIP account, a full second set of credentials is used. This will result in zero downtime, whereas with DNS SRV, the SIP Registration expiry must time out before failing over to the alternate.

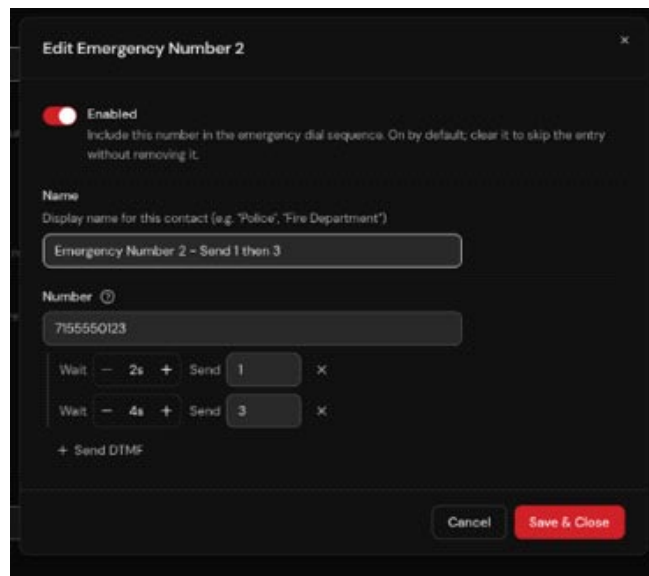
Outbound Calling

SIP calls will be placed when the Call Button is pressed. To configure where these calls go, and how they behave, use the Calling tab. The list of Emergency Numbers tells the Panic Button who to call, and in what order. When a single number is programmed, it will be dialed repeatedly (until timed out or lap counter is hit).

The settings below are commonly used in Panic Button applications:

Emergency Numbers: Up to 10 'Numbers' can be called in order. A 'Number' can be a SIP extension, POTS line (like 911 or a monitoring service), or a direct SIP dialing string.

The optional feature 'Send DTMF' is used for auto attendants with configurable pauses.

The image shows a configuration window titled "Edit Emergency Number 2". It has a dark theme. At the top, there is a toggle switch labeled "Enabled" which is turned on. Below it, a small text note says "Include this number in the emergency dial sequence. On by default; clear it to skip the entry without removing it." The "Name" field is labeled "Name" and "Display name for this contact (e.g. 'Police', 'Fire Department')". The text "Emergency Number 2 - Send 1 then 3" is entered in the field. Below the name field is the "Number" field, labeled "Number" with a help icon, containing the text "7155550123". Under the number field, there are two rows of controls. The first row has a "Wait" dropdown set to "2s", a "+" button, a "Send" button, a field containing "1", and a close "X" button. The second row has a "Wait" dropdown set to "4s", a "+" button, a "Send" button, a field containing "3", and a close "X" button. Below these is a "+ Send DTMF" option. At the bottom right, there are "Cancel" and "Save & Close" buttons.

Panic Button Mode: Restricts hanging up calls with the button. When enabled, the call must be ended remotely (or time out).

Ring Timeout: Number of seconds of ringing before the next number is dialed.

Dial Next on Busy: When enabled, the **PB-3-XP** will roll to the next number if the user is busy, or the call is rejected.

Emergency Announcement File: Upload or record an audio file that is played when Emergency calls are answered. Example "There is an emergency situation at 123 4th St. This is a one-way panic button call, dial '9#' to enable the speaker".

Call LED Mode: Set to 'Off' for discreet calls, or 'Emergency Phone' for visual indication of call progress.

Inbound Calling

The **PB-3-XP** can either auto-answer inbound calls, reject them, or generate a ringing event. In most Panic Button configurations, the device will auto-answer in Silent Monitor Mode or reject all inbound calls to keep the device open for Emergency Calling.

Silent Monitoring

By default, the **PB-3-XP** is set to 'Silent Monitoring' Speaker mode, and 'Auto Answer' for the 'Inbound Call Mode'. This allows for silent outbound calls, but inbound calls can be made to listen to the room when the device is not calling out.

This mode is also useful if an emergency call gets disconnected, so the emergency responders can call back in without alerting anyone in the room.

Reject Inbound Calls

To prevent any inbound calls to the device, edit the SIP account under the 'Inbound' tab. Change the 'Inbound Call Mode' to 'Reject'.

Ringing Events

When the 'Inbound Call Mode' is set to 'Ring' the **PB-3-XP** can play a ring tone or wave file from the speaker while its extension/line is ringing. This 'Ringing Event' can also be used to trigger an automation rule. In this case when the line rings, a web hook can be sent, relay activated, or other triggered action.

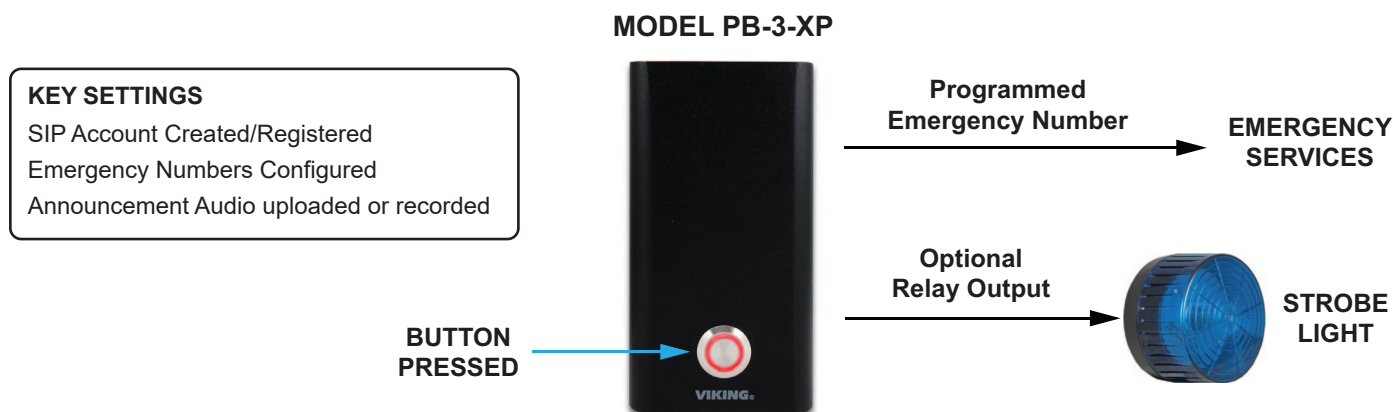
Ringing calls can be answered by pressing the call button.

Typical Use Case

Emergency Calls (Outbound Only)

Description: When the button is pressed, the emergency number is called.

Example: Classroom



CALLING TAB SETTINGS:

- Emergency Number 1 → Calls Monitoring Service
- Emergency Number 2 → Calls Direct to 911
- Call LED Mode → Off (no visual indication)

MEDIA LIBRARY TAB SETTINGS:

Emergency Announcement File uploaded

- Call Flow: When the button is pressed, the first Emergency Number is silently called. It will ring until answered, the ring timeout expires or rejected (busy).
- If answered, the announcement is played every 6 seconds and microphone audio is sent.
- If the call is not answered, the **PB-3-XP** will continue to the next emergency number on the list. Once the list is completed without answer, the **PB-3-XP** will lap again until the 'Retry Laps' count is met.

Add a webhook to a monitoring service with AUTOMATION TAB SETTINGS:

- Webhooks URL and other settings are first set up on the 'Integration' tab.
- Create a rule to send a Web Hook to a monitoring service
- Trigger: Phone Call State Changed to 'Ringing' Action: HTTP → Send Webhook

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. 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 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.

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.

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT EACH AND EVERY PROVISION OF THIS AGREEMENT WHICH PROVIDES FOR 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.

If trouble is experienced with the **PB-3-XP** phone, for repair or warranty information, please contact:

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

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 tests in off-peak hours, such as early morning or late evenings.

Product Support: 715-386-8666

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