Installation Instruction for CMAX-OUS-TUW-43I Antenna

CMAX-OUS-TUW-43I

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Andrew Wireless Systems GmbH, 30-July-2025

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LIST OF CHANGES

Version	Changes	Release Date
M0153ANA		13-August-2024
M0153ANB	- Branding and contact information updated - Dimensions added in chapter *1.1*	30-July-2025

1. Installation Procedure

1.1. Important Installation Information

o   Please read the complete description before starting the installation.

o   Be sure that connectors are properly sealed from water if no cables are connected to them after installation.

o   Also observe the following important dimensions shown in the figure below:
- Screw diameter 26.62 mm
- Screw length 49 mm
- Distance between the two screw holes 270 mm (see *Method 2* in chapter *1.3*)

350-520MHz

1.2. Method 1

Connector

Lock nut
(⌀49.9 T=15mm)

Ceiling thick
T < 30mm(1.18in)

Size of installation hole
≧ ⌀28mm(1.10in)
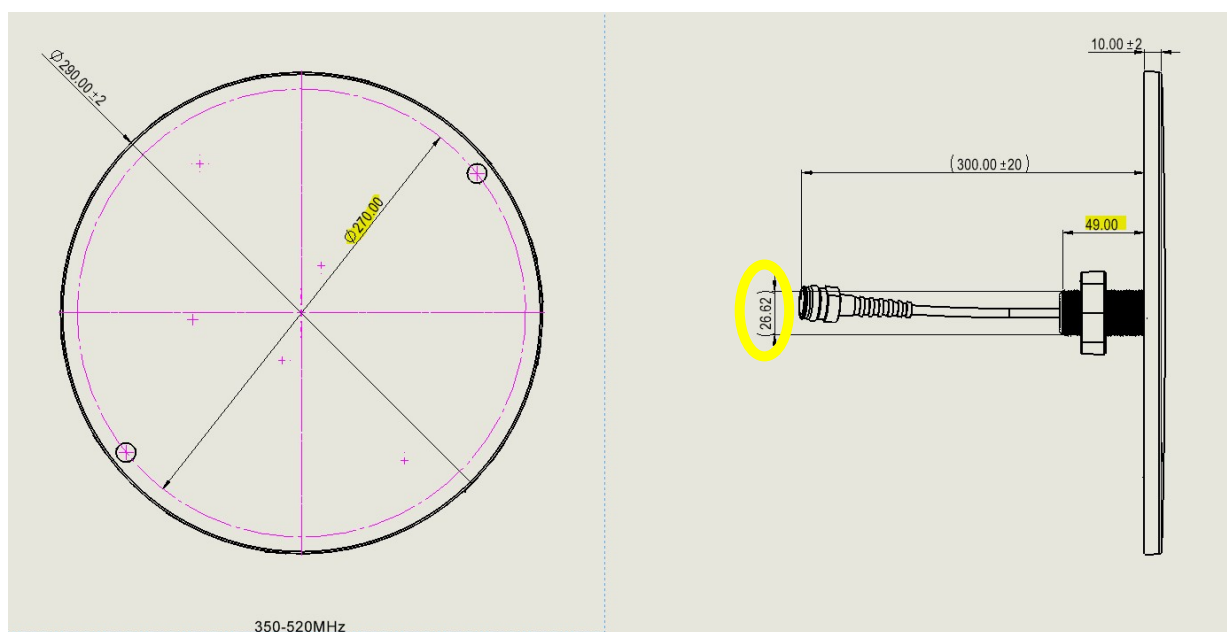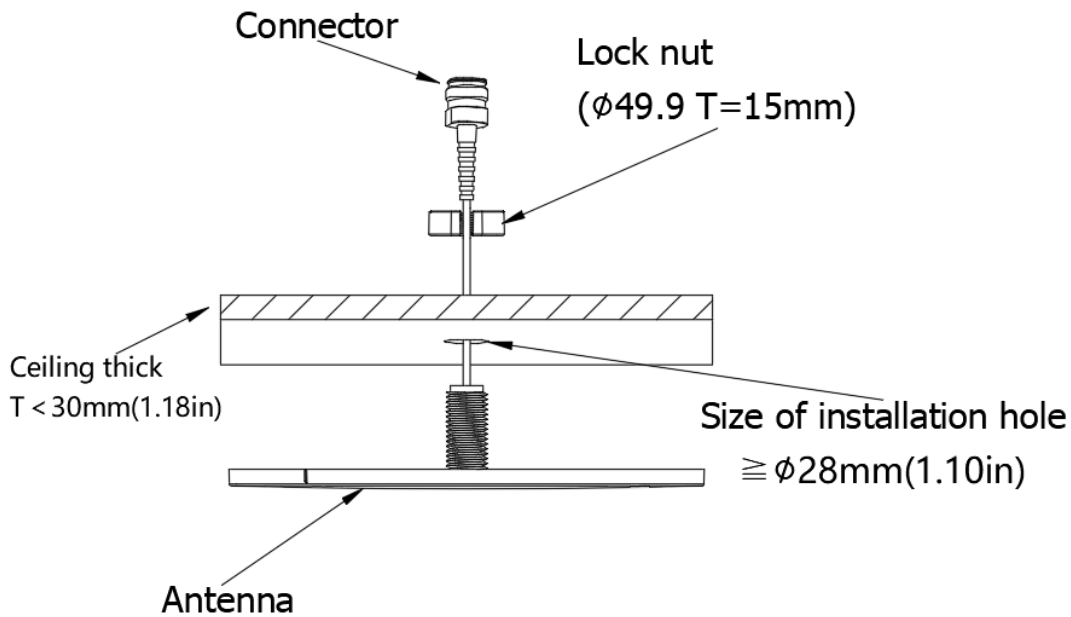
Antenna

<u>Installation Steps</u>

1) Cut a hole in the ceiling tile with the diameter shown above.

2) Remove the retaining nut from the back of the antenna.

3) Feed these two pigtails of this antenna through the hole in the ceiling tile.

4) Re-install the retaining nut so that it is close-fitting to the ceiling tile.

1.3. Method 2

Connector

Size of installation hole
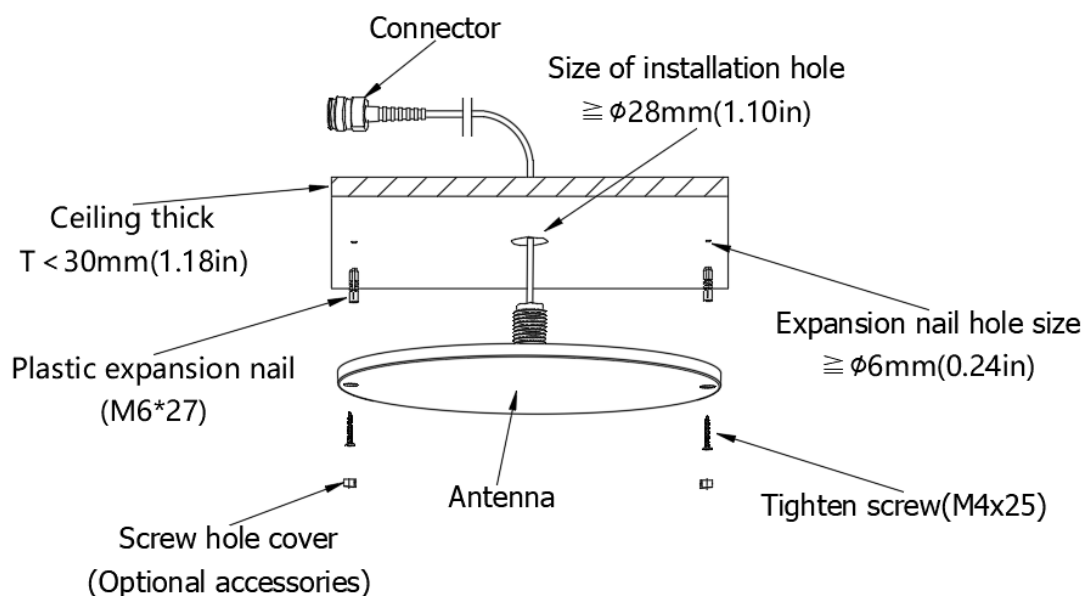≧Φ28mm(1.10in)

Ceiling thick
T < 30mm(1.18in)

Expansion nail hole size
≧Φ6mm(0.24in)

Plastic expansion nail
(M6*27)

Antenna

Tighten screw(M4x25)

Screw hole cover
(Optional accessories)

<u>Installation Steps</u>

1) Position and drill three screw holes of specified size.

2) Put plastic expansion pins in the M6 holes first.

3) Thread the antenna connector through the hole in the ceiling.

4) Use M4*25 self-tapping screws to lock the antenna to the ceiling according to the corresponding hole position.

5) Then, cover the screw hole cover (available, but not required).

2. Contacting ANDREW

The following sections tell you how to contact ANDREW® for additional information or for assistance.

2.1. Technical Support

The following sections tell you how to contact the ANDREW Technical Support team. Support is available 7 days a week, 24 hours a day.

Telephone Helplines

Use the following Helpline telephone numbers to get live support, 24 hours a day.

24X7   +1 888-297-6433 (Toll free for U.S. and Canada)

EMEA 8:00-17:00 (UTC +1)   + 800 73732837 (Toll free for parts of EMEA and Australia)

                                  + 49 909969333 (Toll charge incurred)

                                  Calls to an EMEA Helpline outside of the 8:00 to 17:00 time frame will be forwarded to the 24x7 Helpline.

Online Support

Click the link below or scan the QR code to the right to submit tickets using the online Technical Support Form.

2.2. Waste Electrical and Electronic Equipment Recycling

The ANDREW focus on building a sustainable future includes protecting and preserving the environment. The challenges our planet now faces — including climate change, resource depletion and pollution — require urgent attention and innovative solutions.

We believe that sustainable practices are key to addressing these challenges and ensuring a healthier environment for future generations. Through responsible actions, eco-friendly initiatives and cutting-edge technologies, ANDREW is empowering businesses and communities to reduce their environmental impact. Join us in making a meaningful difference.

To learn more, scan the QR code to the right or click the link below:

https://www.andrew.com/sustainability/environment/weee/

2.3. Technical Training

1. To access training on the online technical training site, please click https://www.andrew.com/support/training/ or scan the QR code to the right:

2. From here you can see course catalogs, training calendars, and visit the training portal that lets you register for online and instructor-led courses and take online courses.

3. Instructor-led courses are conducted in North America and Europe. Before choosing a course, please verify the region.

4. For training related questions, please contact us: icn_training@andrew.com

2.4. Accessing User Documentation

1. Access to the Customer Portal requires a user account. If you don't have an account:

   - Visit My ANDREW at https://www.andrew.com/membership or by scanning the QR code to the right.

   - Click "New user registration" and follow the prompts.

   - After you have registered in My ANDREW, click the **Request access** button for the **Customer Portals**.

   - After having done the request, it might take several days to get approved. Then, you can select the **Indoor Wireless Resource Center for ANDREW** from the list of applications.

2. To go directly to the portal, where you can access the DAS-user documentation, scan the QR Code to the right.

   Alternatively, visit My ANDREW (see above) and use the **Indoor Wireless Resource Center for ANDREW** application.

3. In Tools and Documentation, search by product, document category, or title.

4. Click on the title of any document to open it.

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