



Installation Instruction for CMAX-OUS-TUW-43I/I53 Antennas



**CMAX-OUS-TUW-43I
CMAX-OUS-TUW-I53**

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Andrew Wireless Systems GmbH, 02-September-2025

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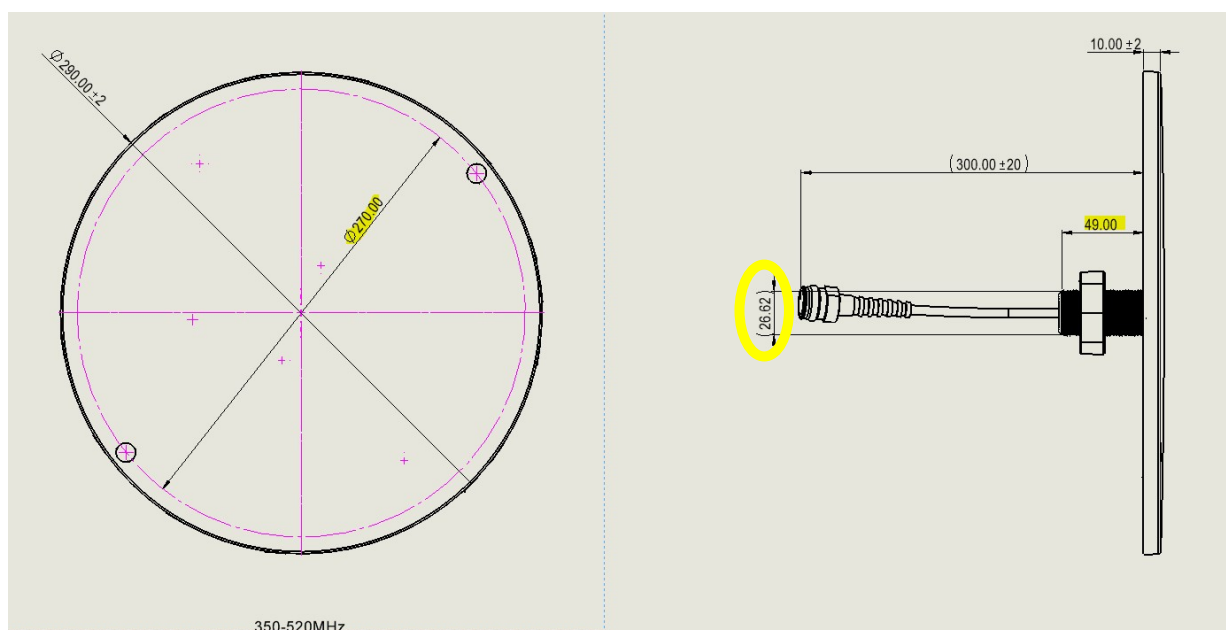
LIST OF CHANGES

<i>Version</i>	<i>Changes</i>	<i>Release Date</i>
M0153ANB		30-July-2025
M0153ANC	- CMAX-OUS-TUW-I53 added	02-September-2025

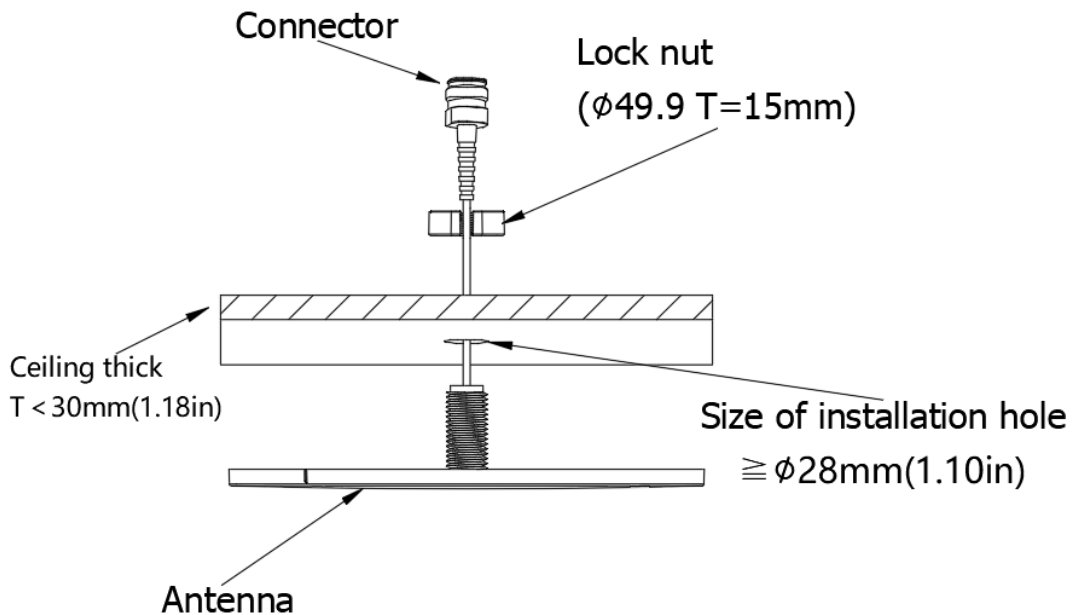
1. Installation Procedure

1.1. Important Installation Information

- Please read the complete description before starting the installation.
- Be sure that connectors are properly sealed from water if no cables are connected to them after installation.
- 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)



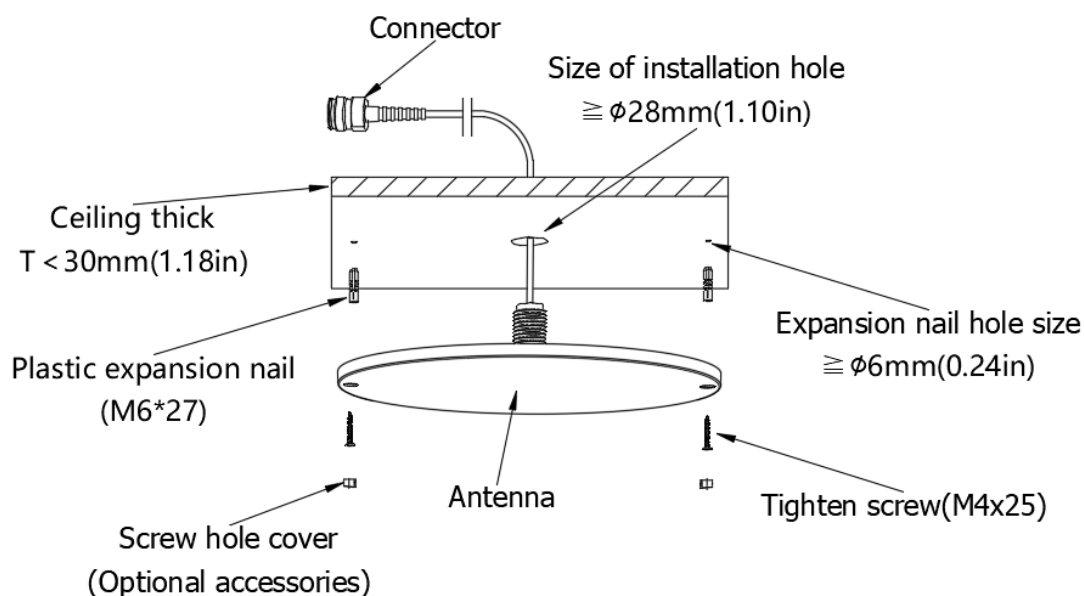
1.2. Method 1



Installation Steps

- 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



Installation Steps

- 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.

