



Installation Instruction for CMAX-OUS-43-I53



CMAX-OUS-43-I53

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Andrew Wireless Systems GmbH, 22-April-2026

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LIST OF CHANGES

Version	Changes	Release Date
M0149AKB		04-May-2024
M0149AKC	- Branding and contact information updated - Bending radius information enhanced	22-April-2020

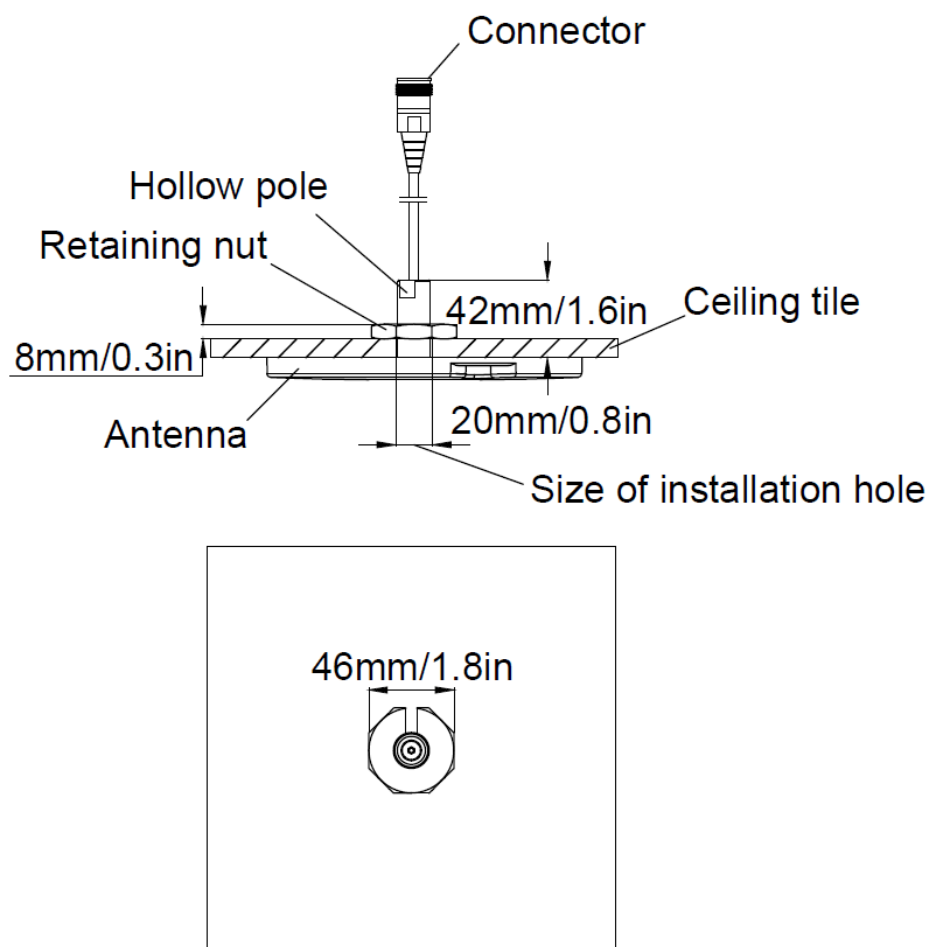
1. Installation

1.1. Installation Preparations

- Please read the complete description before starting the installation.
- Observe that the bending radius of the cables must not be less than 40 mm.
- For optimal operation, this antenna should **NOT** be mounted to a **metallic ceiling/surface**. If there is no other option, contact our Technical Support (see chapter 2.1).

1.2. Installation Procedures

1.2.1. Installation Mode 1

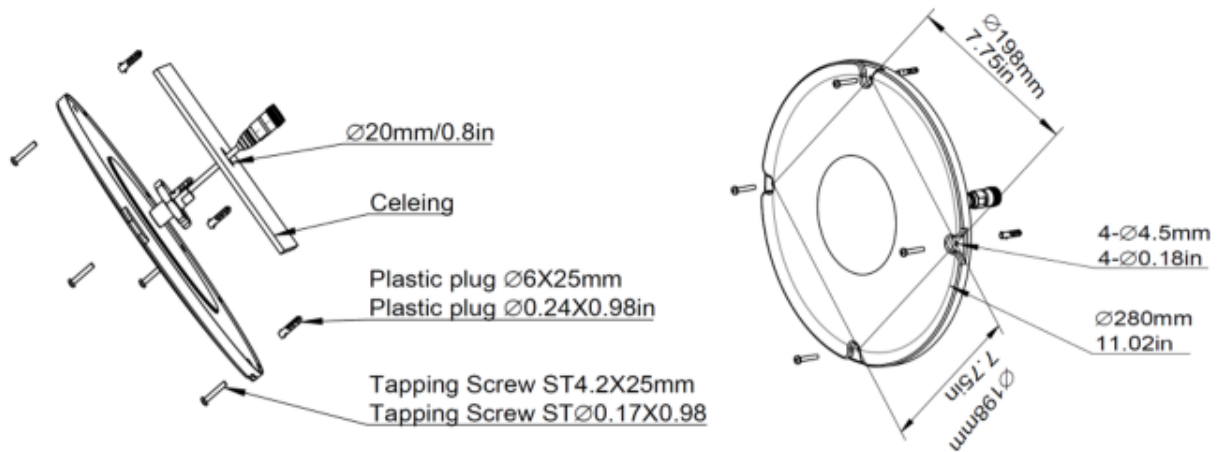


Installation Steps

- 1) Cut a hole on ceiling with the diameter shown in the left picture.
- 2) Remove the retaining nut from the back of the antenna.
- 3) Feed the pigtail of the antenna through the hole.
- 4) Re-install the retaining nut so that it is close-fitting to the ceiling.

Note: The bending radius of the cables must not be less than 40 mm.

1.2.2. Installation Mode 2



Installation Steps

- 1) Drill 4 holes on the ceiling per the pattern of holes which are shown in the right chart above.
- 2) Insert the plastic plug into the holes.
- 3) Remove the retaining nut from the back of the antenna.
- 4) Fix the antenna to the ceiling by using the tapping screws (ST4.2X25) and plastic plug ($\varnothing 6 \times 25\text{mm}$).

2. Contacting ANDREW

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

2.1. Technical Support

This section tells 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

In alignment with our commitment to the Waste Electrical and Electronic Equipment (WEEE) Directive, we design and manufacture our products with sustainability as a priority. We are dedicated to supporting responsible end-of-life disposal and recycling practices, which help reduce environmental impact and promote a circular economy.

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.

