

# Cisco Compact Dual Output EGC Amplifier A93270

Installation and Operation Guide

### For Your Safety

### **Explanation of Warning and Caution Icons**



Avoid personal injury and product damage! Do not proceed beyond any symbol until you fully understand the indicated conditions.

The following warning and caution icons alert you to important information about the safe operation of this product:



You may find this symbol in the document that accompanies this product. This symbol indicates important operating or maintenance instructions.



You may find this symbol affixed to the product. This symbol indicates a live terminal where a dangerous voltage may be present; the tip of the flash points to the terminal device.



You may find this symbol affixed to the product. This symbol indicates a protective ground terminal.



You may find this symbol affixed to the product. This symbol indicates a chassis terminal (normally used for equipotential bonding).



You may find this symbol affixed to the product. This symbol warns of a potentially hot surface.



You may find this symbol affixed to the product and in this document. This symbol indicates an infrared laser that transmits intensitymodulated light and emits invisible laser radiation or an LED that transmits intensity-modulated light.

### **Important**

Please read this entire guide. If this guide provides installation or operation instructions, give particular attention to all safety statements included in this guide.

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### **Important Safety Instructions**

#### Read and Retain Instructions

Carefully read all safety and operating instructions before operating this equipment, and retain them for future reference.

### **Follow Instructions and Heed Warnings**

Follow all operating and use instructions. Pay attention to all warnings and cautions in the operating instructions, as well as those that are affixed to this equipment.

### **Terminology**

The terms defined below are used in this document. The definitions given are based on those found in safety standards.

**Service Personnel** - The term *service personnel* applies to trained and qualified individuals who are allowed to install, replace, or service electrical equipment. The service personnel are expected to use their experience and technical skills to avoid possible injury to themselves and others due to hazards that exist in service and restricted access areas.

**User and Operator** - The terms *user* and *operator* apply to persons other than service personnel.

**Ground(ing) and Earth(ing)** - The terms *ground(ing)* and *earth(ing)* are synonymous. This document uses ground(ing) for clarity, but it can be interpreted as having the same meaning as earth(ing).

### **Electric Shock Hazard**

This equipment meets applicable safety standards.



To reduce risk of electric shock, perform only the instructions that are included in the operating instructions. Refer all servicing to qualified service personnel only.

Electric shock can cause personal injury or even death. Avoid direct contact with dangerous voltages at all times. The protective ground connection, where provided, is essential to safe operation and must be verified before connecting the power supply.

Know the following safety warnings and guidelines:

#### • Dangerous Voltages

- Only qualified service personnel are allowed to perform equipment installation or replacement.
- Only qualified service personnel are allowed to remove chassis covers and access any of the components inside the chassis.

#### Grounding

- Do not violate the protective grounding by using an extension cable, power cable, or autotransformer without a protective ground conductor.
- Take care to maintain the protective grounding of this equipment during service or repair and to re-establish the protective grounding before putting this equipment back into operation.

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### **Installation Site**

When selecting the installation site, comply with the following:

- **Protective Ground** The protective ground lead of the building's electrical installation should comply with national and local requirements.
- Environmental Condition The installation site should be dry, clean, and ventilated. Do not use this equipment where it could be at risk of contact with water. Ensure that this equipment is operated in an environment that meets the requirements as stated in this equipment's technical specifications, which may be found on this equipment's data sheet.

### **Installation Requirements**



#### **WARNING:**

Allow only qualified service personnel to install this equipment. The installation must conform to all local codes and regulations.

### **Equipment Placement**



#### WARNING:

Avoid personal injury and damage to this equipment. An unstable mounting surface may cause this equipment to fall.

To protect against equipment damage or injury to personnel, comply with the following:

- Install this equipment in a restricted access location.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other equipment (including amplifiers) that produce heat.
- Place this equipment close enough to a mains AC outlet to accommodate the length of this equipment's power cord.
- Route all power cords so that people cannot walk on, place objects on, or lean objects against them. This may pinch or damage the power cords. Pay particular attention to power cords at plugs, outlets, and the points where the power cords exit this equipment.
- Use only with a cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with this equipment.
- Make sure the mounting surface or rack is stable and can support the size and weight of this equipment.
- The mounting surface or rack should be appropriately anchored according to manufacturer's specifications. Ensure this equipment is securely fastened to the mounting surface or rack where necessary to protect against damage due to any disturbance and subsequent fall.

#### Ventilation

This equipment has openings for ventilation to protect it from overheating. To ensure equipment reliability and safe operation, do not block or cover any of the ventilation openings. Install the equipment in accordance with the manufacturer's instructions.

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### **Rack Mounting Safety Precautions**

### **Mechanical Loading**

Make sure that the rack is placed on a stable surface. If the rack has stabilizing devices, install these stabilizing devices before mounting any equipment in the rack.



#### **WARNING:**

Avoid personal injury and damage to this equipment. Mounting this equipment in the rack should be such that a hazardous condition is not caused due to uneven mechanical loading.

#### **Reduced Airflow**

When mounting this equipment in the rack, do not obstruct the cooling airflow through the rack. Be sure to mount the blanking plates to cover unused rack space. Additional components such as combiners and net strips should be mounted at the back of the rack, so that the free airflow is not restricted.



#### \ CAUTION:

Installation of this equipment in a rack should be such that the amount of airflow required for safe operation of this equipment is not compromised.

### **Elevated Operating Ambient Temperature**

Only install this equipment in a humidity- and temperature-controlled environment that meets the requirements given in this equipment's technical specifications.



#### **CAUTION:**

If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient temperature. Therefore, install this equipment in an environment compatible with the manufacturer's maximum rated ambient temperature.

### **Handling Precautions**

When moving a cart that contains this equipment, check for any of the following possible hazards:



Avoid personal injury and damage to this equipment! Move any equipment and cart combination with care. Quick stops, excessive force, and uneven surfaces may cause this equipment and cart to overturn.

• Use caution when moving this equipment/cart combination to avoid injury from tip-over.

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- If the cart does not move easily, this condition may indicate obstructions or cables that may need to be disconnected before moving this equipment to another location.
- Avoid quick stops and starts when moving the cart.
- Check for uneven floor surfaces such as cracks or cables and cords.

### Grounding

This section provides instructions for verifying that the equipment is properly grounded.

### Safety Plugs (USA Only)

This equipment is equipped with either a 3-terminal (grounding-type) safety plug or a 2-terminal (polarized) safety plug. The wide blade or the third terminal is provided for safety. Do not defeat the safety purpose of the grounding-type or polarized safety plug.

To properly ground this equipment, follow these safety guidelines:

- **Grounding-Type Plug** For a 3-terminal plug (one terminal on this plug is a protective grounding pin), insert the plug into a grounded mains, 3-terminal outlet.
  - **Note:** This plug fits only one way. If this plug cannot be fully inserted into the outlet, contact an electrician to replace the obsolete 3-terminal outlet.
- **Polarized Plug** For a 2-terminal plug (a polarized plug with one wide blade and one narrow blade), insert the plug into a polarized mains, 2-terminal outlet in which one socket is wider than the other.

**Note:** If this plug cannot be fully inserted into the outlet, try reversing the plug. If the plug still fails to fit, contact an electrician to replace the obsolete 2-terminal outlet.

### **Grounding Terminal**

If this equipment is equipped with an external grounding terminal, attach one end of an 18-gauge wire (or larger) to the grounding terminal; then, attach the other end of the wire to a ground, such as a grounded equipment rack.

#### Safety Plugs (European Union)

• Class I Mains Powered Equipment – Provided with a 3-terminal AC inlet and requires connection to a 3-terminal mains supply outlet via a 3-terminal power cord for proper connection to the protective ground.

**Note:** The equipotential bonding terminal provided on some equipment is not designed to function as a protective ground connection.

Class II Mains Powered Equipment – Provided with a 2-terminal AC inlet that may be
connected by a 2-terminal power cord to the mains supply outlet. No connection to the
protective ground is required as this class of equipment is provided with double or
reinforced and/or supplementary insulation in addition to the basic insulation provided in
Class I equipment.

**Note:** Class II equipment, which is subject to EN 50083-1, is provided with a chassis mounted equipotential bonding terminal. See the section titled **Equipotential Bonding** for connection instructions.

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### **Equipotential Bonding**

If this equipment is equipped with an external chassis terminal marked with the IEC 60417-5020 chassis icon (,,), the installer should refer to CENELEC standard EN 50083-1 or IEC standard IEC 60728-11 for correct equipotential bonding connection instructions.

#### **AC Power**

**Important:** If this equipment is a Class I equipment, it must be grounded.

- If this equipment plugs into an outlet, the outlet must be near this equipment, and must be easily accessible.
- Connect this equipment only to the power sources that are identified on the equipmentrating label normally located close to the power inlet connector(s).
- This equipment may have two power sources. Be sure to disconnect all power sources before working on this equipment.
- If this equipment **does not** have a main power switch, the power cord connector serves as the disconnect device.
- Always pull on the plug or the connector to disconnect a cable. Never pull on the cable itself.
- Unplug this equipment when unused for long periods of time.

#### Connection to -48 V DC/-60 V DC Power Sources

If this equipment is DC-powered, refer to the specific installation instructions in this manual or in companion manuals in this series for information on connecting this equipment to nominal -48 V DC/-60 V DC power sources.

#### Circuit Overload

Know the effects of circuit overloading before connecting this equipment to the power supply.



Consider the connection of this equipment to the supply circuit and the effect that overloading of circuits might have on overcurrent protection and supply wiring. Refer to the information on the equipment-rating label when addressing this concern.

### **General Servicing Precautions**



Avoid electric shock! Opening or removing this equipment's cover may expose you to dangerous voltages.

Be aware of the following general precautions and guidelines:

• **Servicing** - Refer all servicing to qualified service personnel. Servicing is required when this equipment has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into this equipment, this equipment has been exposed to rain or moisture, does not operate normally, or has been dropped.

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- Wristwatch and Jewelry For personal safety and to avoid damage of this equipment during service and repair, do not wear electrically conducting objects such as a wristwatch or jewelry.
- **Lightning** Do not work on this equipment, or connect or disconnect cables, during periods of lightning.
- Labels Do not remove any warning labels. Replace damaged or illegible warning labels with new ones.
- **Covers** Do not open the cover of this equipment and attempt service unless instructed to do so in the instructions. Refer all servicing to qualified service personnel only.
- Moisture Do not allow moisture to enter this equipment.
- Cleaning Use a damp cloth for cleaning.
- **Safety Checks** After service, assemble this equipment and perform safety checks to ensure it is safe to use before putting it back into operation.

### **Electrostatic Discharge**

Electrostatic discharge (ESD) results from the static electricity buildup on the human body and other objects. This static discharge can degrade components and cause failures.

Take the following precautions against electrostatic discharge:

- Use an anti-static bench mat and a wrist strap or ankle strap designed to safely ground ESD potentials through a resistive element.
- Keep components in their anti-static packaging until installed.
- Avoid touching electronic components when installing a module.

#### **Fuse Replacement**

To replace a fuse, comply with the following:

- Disconnect the power before changing fuses.
- Identify and clear the condition that caused the original fuse failure.
- Always use a fuse of the correct type and rating. The correct type and rating are indicated on this equipment.

#### **Batteries**

This product may contain batteries. Special instructions apply regarding the safe use and disposal of batteries:

Safety

- Insert batteries correctly. There may be a risk of explosion if the batteries are incorrectly inserted.
- Do not attempt to recharge 'disposable' or 'non-reusable' batteries.
- Please follow instructions provided for charging 'rechargeable' batteries.
- Replace batteries with the same or equivalent type recommended by manufacturer.
- Do not expose batteries to temperatures above 100°C (212°F).

Continued on next page

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Disposal

- The batteries may contain substances that could be harmful to the environment
- Recycle or dispose of batteries in accordance with the battery manufacturer's instructions and local/national disposal and recycling regulations.









• The batteries may contain perchlorate, a known hazardous substance, so special handling and disposal of this product might be necessary. For more information about perchlorate and best management practices for perchlorate-containing substance, see www.dtsc.ca.gov/hazardouswaste/perchlorate.

### Electromagnetic Compatibility Regulatory Requirements

This equipment meets applicable electromagnetic compatibility (EMC) regulatory requirements. EMC performance is dependent upon the use of correctly shielded cables of good quality for all external connections, except the power source, when installing this equipment.

• Ensure compliance with cable/connector specifications and associated installation instructions where given elsewhere in this manual.

Otherwise, comply with the following good practices:

- Multi-conductor cables should be of single-braided, shielded type and have conductive
  connector bodies and backshells with cable clamps that are conductively bonded to the
  backshell and capable of making 360° connection to the cable shielding. Exceptions from
  this general rule will be clearly stated in the connector description for the excepted
  connector in question.
- Ethernet cables should be of single-shielded or double-shielded type.
- Coaxial cables should be of the double-braided shielded type.

#### **EMC**

Where this equipment is subject to USA FCC and/or Industry Canada rules, the following statements apply:

### **FCC Statement for Class A Equipment**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when this equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case users will be required to correct the interference at their own expense.

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#### **Industry Canada – Industrie Canadienne Statement**

This apparatus complies with Canadian ICES-003. Cet appareil est confome à la norme NMB-003 du Canada.

### CENELEC/CISPR Statement with Respect to Class A Information Technology Equipment

This is a Class A equipment. In a domestic environment this equipment may cause radio interference in which case the user may be required to take adequate measures.

### **Modifications**

This equipment has been designed and tested to comply with applicable safety, laser safety, and EMC regulations, codes, and standards to ensure safe operation in its intended environment.

Do not make modifications to this equipment. Any changes or modifications could void the user's authority to operate this equipment.

Modifications have the potential to degrade the level of protection built into this equipment, putting people and property at risk of injury or damage. Those persons making any modifications expose themselves to the penalties arising from proven non-compliance with regulatory requirements and to civil litigation for compensation in respect of consequential damages or injury.

#### **Accessories**

Use only attachments or accessories specified by the manufacturer.

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### **Preface**

### **About This Guide**

#### Introduction

This guide describes how to operate, install and configure the Compact Dual Output EGC Amplifier A93270.

### **Qualified Personnel**

Only appropriately qualified and skilled personnel should attempt to install, operate, maintain, and service this equipment.



### ∕!\ warning:

Allow only qualified and skilled personnel to install, operate, maintain and service this equipment. Otherwise, personal injury or equipment damage may occur.

#### Who Should Read This Guide

This guide is intended for personnel who are responsible for installing, setting up, monitoring, and maintaining this product.

### In This Guide

This guide is divided into the following chapters.

Topic	See Page
Chapter 1: General Information	1-1
Chapter 2: Installation	2-1
Chapter 3: Operation	3-1
Chapter 4: Customer Information	4-1

# Chapter 1 General Information

### Overview

### Introduction

This chapter describes general information about the amplifier.

### In This Chapter

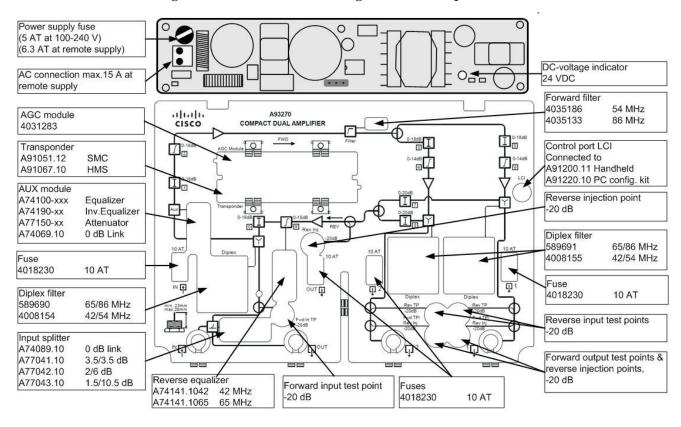
This chapter contains the following topics.

Topic	See Page
Overview Diagram	1-2
Power Supply	1-3
Plug-in Modules	1-5
Power Saving Modes	1-6

# **Overview Diagram**

### **Overview Diagram**

The following illustration is the block diagram of the amplifier.



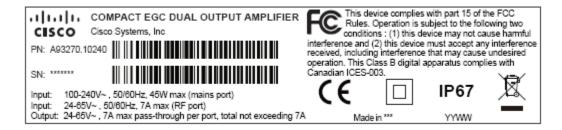
### **Power Supply**

### **Power Supply**

### For Products Rated 100-240 VAC Supply

When the amplifier is delivered with a 100-240 VAC power supply for mains supply, the correct voltage is labeled on the side of the amplifier.

The amplifier has factory mounted mains cable and plugs, which according to approval provisions may not be altered. The power unit is double insulated, and supplies only this single amplifier.

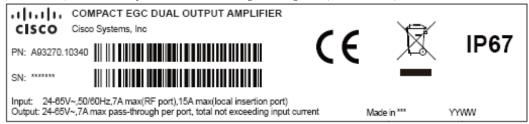


Rating labels for 100-240 V AC power supply

#### For Products Rated 24-65 V AC

The amplifier is delivered with a 24-65 V AC power supply for remote supply. The correct voltage is labeled on the side of the amplifier.

The amplifier can be supplied with 24-65 VAC via coaxial cables to the RF ports (max. 8 A), or directly to the local AC power port (max. 15 A).



### Rating label for 24-65 V AC power supply

When feeding the amplifier via the local AC power port, follow the guidelines below to comply with the EMC regulations described in the **Important Safety Instructions** section, on page vi.

- A RF-adaptor must be installed at the local AC power port. Mount the RF-adaptor with a torque referring to the Torque Specifications section, on page 2-2.
- The power cord used between the power supply and the RF-adaptor must be shielded. The terminal pin of the power cord is especially positioned to directly connect the inner conductor of the RF-adaptor. Trim the pin with a wire cutter if needed.

The following picture shows an example of the RF-adaptor:





### **CAUTION:**

Permanently exceeding the maximum remote current draw may result in damage to the amplifier.

#### **Fuses**

Fuse 5 AT, for 230 VAC	560852
Fuse 6.3 AT, for 24 to 65 VAC	1006647
Fuse 10 AT, for input/output port	4018230

**Note**: All fuses must be replaced by a similar type.

### **Plug-in Modules**

#### **Modules**

The amplifier is equipped with different plug-in locations for the input splitter, diplex filter, equalizer, attenuator, and transponder.

#### **Input Splitter**

Insert an input splitter, type A77041 through A77043. If an asymmetric splitter (bridger) is used, the largest attenuation at the output (OUT) is obtained. If only a signal at input (IN) is requested, jumper type A74089.10 is used.

Splitter	IN	OUT
A77041.10	3.5 dB	3.5 dB
A77042.10	6.0 dB	2.0 dB
A77043.10	10.5 dB	1.0 dB
A74089.10	0 dB	N/A

### **AUX Equalizer/Attenuator**

Insert an equalizer or attenuator to adjust the amplifiers for impairments in the cable network, if required. The equalizer type is A74100.10xxx, inverse equalizer type is A74190.10xxx, and attenuator type is A77150.100xx. If no equalization / attenuation is requested, 0 dB link, type A74069.10 is inserted.

### **Diplex Filters**

The following filters can be selected depending on the required frequency split.

Frequency split	Input	Output 1	Output 2
42/54 MHz	4008154	4008155	4008155
65/87 MHz	589690	589691	589691

### **AGC Module (optional)**

AGC module 4031283 can be installed to monitor and control the output level of the amplifier. The AGC module also provides downstream Auto Alignment, and has three LEDs to indicate its status. Refer to *AGC Module Mounting Instruction*, part number 4036171 for more information about installing the AGC module, and Chapter 3 on page 3-1 of this document for more information about operating the AGC module.

#### **Reverse Equalizer**

Place an equalizer, type A74141.1042 (42 MHz) or A74141.1065 (65 MHz) in the plugin slot for the reverse path equalizer, to select the desired reverse tilt frequency.

### SMC Transponder (A91051) or HMS Transponder (A91067)

Use the transponder, type A91051 or A91067, to monitor the amplifier output level, temperature and power supply, etc., via ROSA network management system.

# **Power Saving Modes**

### **Power Saving**

The amplifier provides two options for reducing power consumption:

- Power Saving On: If the amplifier is running at an output level below 109 dB $\mu$ V, select this mode to reduce the power consumption of the output gain blocks, while maintaining good distortion performance.
- Single Output Mode: If only one active output is needed, this mode can be selected, and Port 1 will be powered down.

See the following table for power reductions of two power saving modes.

Conditions	Power reduction (W)
Power saving on	3 (per port)
Single output mode	10

# Chapter 2 Installation

### **Overview**

#### Introduction

This chapter describes the requirements and procedures for mounting the amplifier.

### **Qualified Personnel**

Only appropriately qualified and skilled personnel should attempt to install, operate, maintain, and service this equipment.



Allow only qualified and skilled personnel to install, operate, maintain and service this equipment. Otherwise, personnel injury or equipment damage may occur.

### In This Chapter

This chapter contains the following topics.

Topic	See Page
Tools and Accessories	2-2
Site Requirements	2-3
Housing Dimensions	2-4
Mounting the Amplifier	2-5

# **Tools and Accessories**

### **Required Tools and Hardware**

Before you start the installation, make sure you have the following tools and equipment to connect and configure the amplifier.

You need a	То
5 mm Allen wrench	Tighten the screws on the lid
3 mm flat-tip screwdriver	Clamp the inner conductor and PE conductor
M5 screws	Mount the amplifier
Ø 1.0 mm grounding wire	Connect Protective Earth (PE) to the PE terminal

### **Torque Specifications**

The following table provides the torque specifications.

Fastener	Torque Specification
Screw on the lid	Tighten from 6.5 Nm to 7 Nm (58 in-lb to 62 in-lb)
RF input/output port connector	Tighten from 5 Nm to 6 Nm (44 in-lb to 53 in-lb)
PE terminal	Tighten from 2 Nm to 2.5 Nm (18 in-lb to 22 in-lb)

### **Site Requirements**

#### Introduction

Before you install the amplifier, make sure the installation site meets the requirements discussed in this section.

#### **Qualified Personnel**

Only appropriately qualified and skilled personnel should attempt to install, operate, maintain, and service this equipment.



# /!\ warning:

Allow only qualified and skilled personnel to install, operate, maintain, and service this equipment. Otherwise, personal injury or equipment damage may occur.

### **Operating Temperature Requirements**

The external operating temperature range is -40 to +55°C (-40 to +131°F). Before you install, make sure the environment is within the range specified.



#### **WARNING:**

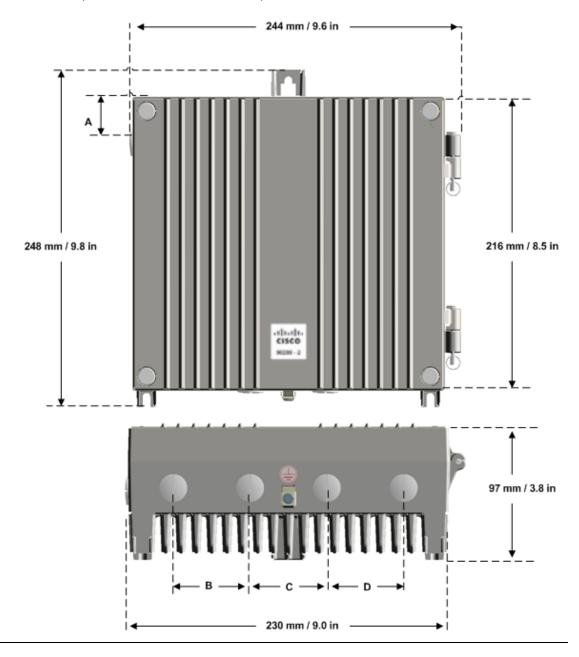
Avoid damage to the amplifier. Operating the amplifier above the maximum operating temperature specified will result in damage to the product.

# **Housing Dimensions**

The following illustrations show the dimensions, in millimeters and inches, of the amplifier A93280.

Use these measurements to calculate clearance before installing the amplifier and its accessories. Letters A-D represent some useful distance specs between ports and housing edges.

A = 34 mm/1.3 in.; B = C = D = 55 mm/2.2 in.



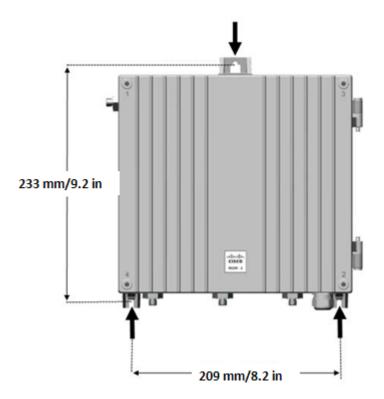
### **Mounting the Amplifier**

### To Mount the Amplifier

The amplifier should be *mounted vertically* with the cable input underneath, to secure the best possible operating temperature conditions. Use a 5 mm Allen wrench to tighten the screws on the lid from 6.5 to 7 Nm (58 in-lb to 62 in-lb).

The following illustration shows the arrows that indicate the mounting bolt positions.

- 1. Mounting screw size is M5.
- 2. The distance between the top screw and the bottom screws, and the distance between the two bottom screws are shown in the following figure.



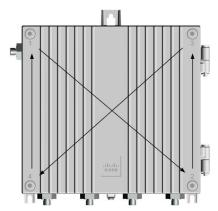
## / CAUTION!

Be aware of the size and weight of the amplifier when mounting. Ensure that the mounting location has a stable flat surface, and can safely support the amplifier's maximum weight. Use the appropriate type of screws and screwdrivers, depending on the mounting method.

# Mounting the Amplifier, Continued

### To Open and Tighten the Housing

Use a 5 mm Allen wrench to tighten or loosen the closure bolts. To ensure a proper seal, tighten or loosen the bolts in sequence 1, 2, 3, and 4 as shown in the following diagram.



The pin length of the PG 11 cable connector at input and output is shown on the cover plate of the amplifier. If needed, trim the connector with a wire cutter.

# **Chapter 3 Operation**

### **Overview**

#### Introduction

This section describes the procedures for setting up and operating the amplifier.

The amplifier can be set up using a computer with an LCI software kit, or a handheld terminal.



### ∕!\ warning:

This product should be operated by qualified personnel only. Non-authorized personnel are not allowed in the site area, otherwise physical injury or equipment damage may occur.

### In This Chapter

This chapter contains the following topics.

Topic	See Page
Starting Up the Amplifier	3-2
Setting Up with a Computer	3-3
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# **Starting Up the Amplifier**

When the amplifier is powered up, the green LED on the power supply board will be illuminated to indicate that the power is on, as illustrated below. In case the LED is flashing, a short circuit may have occurred in the power supply.



### **Setting Up with a Computer**

The amplifier can be set up using a computer with an LCI software kit, or a handheld terminal.

Before setting up with a computer, ensure that the LCI software kit has been installed on your computer. For detailed information about the software installation and requirements, see *LCI Software Installation Instructions*, part number 4033113.

### Operation

To set up the amplifier via the LCI software, you must connect the amplifier either to a USB port with an LCI-USB cable or to a serial port. Follow the steps below to set up the amplifier:

1. Start the LCI software.

**Result:** An **LCI Detect Configuration** window appears.

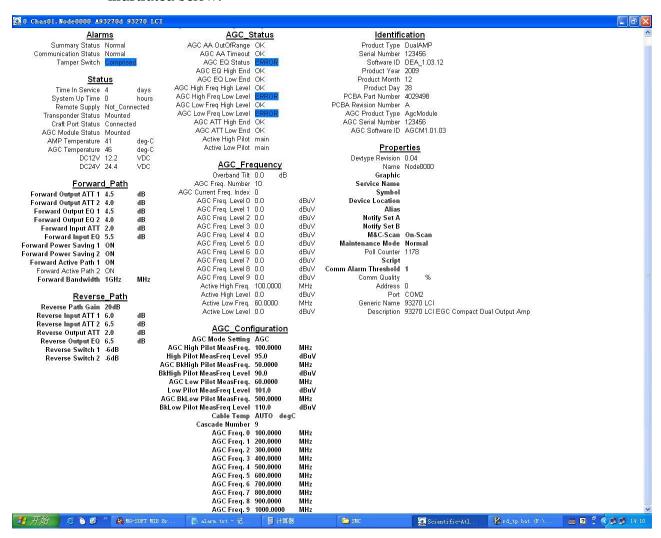
**Note:** If you use a serial port on the computer, type the desired serial port name into the **COM Port** box such as COM1.

2. Click **Amplifier Products**, and then Click **Start** to find the amplifier.

**Result:** A **Refresh** dialog box appears.

- 3. Click **OK** to finish.
- 4. Double-click the amplifier in the left tree to display the amplifier configuration window.

**Result:** A configuration window displays all settings of the amplifier, as illustrated below.

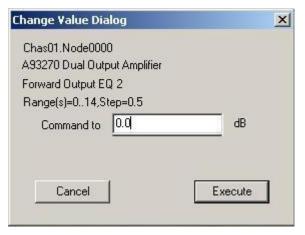


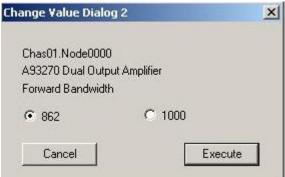
**Note**: "AGCFactorySettings" and "AGC\_Configuration" categories are only available when the AGC module is mounted. Otherwise, this column is blank.

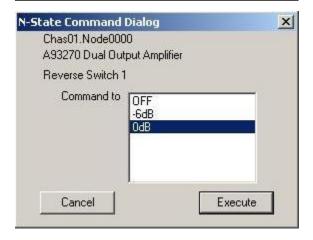
5. Double-click the parameter you want to set up in the configuration window.

**Result:** A dialog box appears.

6. Either type a value in the text box, select the desired option button, or select the desired value in the dialog box, as illustrated below.







7. Click **Execute** to validate the change.

**Result:** The change is effective right away.

All parameters of the amplifier are listed in the window on page 3-4. The following table lists the parameters that are configurable via the LCI software.

Category	Adjustable Item	Notes
Forward Path	Forward Output ATT 1	0 to 18 dB
		0 to 18 dB (4 to 14 dB
	Forward Output ATT 2	when the AGC is
		mounted)
	Forward Output EQ 1	0 to 14 dB
		0 to 14 dB (4 to 10 dB
	Forward Output EQ 2	when the AGC is
		mounted)
	Forward Input ATT	0 to 18 dB
	Forward Input EQ	0 to 18 dB
	Forward Power Saving 1	Off or On
	Forward Power Saving 2	Off or On
	Forward Active Path 1	Off or On
	Forward Bandwidth	862 MHz or 1 GHz
Reverse Path	Reverse Path Gain	20 or 25 dB
	Reverse Input ATT 1	0 to 20 dB
	Reverse Input ATT 2	0 to 20 dB
	Reverse Output ATT	0 to 18 dB
	Reverse Output EQ	0 to 15 dB
	Reverse Switch 1	0 dB, -6 dB, or Off
	Reverse Switch 2	0 dB, -6 dB, or Off

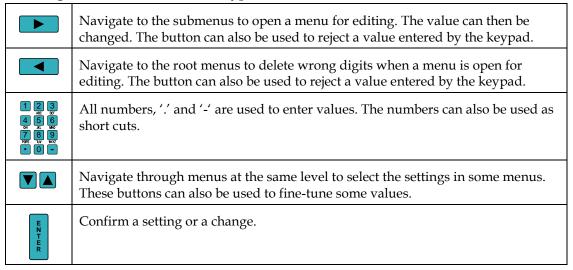
The following table lists the parameters that are configurable when the AGC module is mounted.

Category	Adjustable Item	Notes
AGC Configuration	AGC Mode Setting	Standby, AA, FGain, or
		AGC
	AGC High Pilot MeasFreq.	47 to 1002 MHz
	High Pilot MeasFreq Level	85 to 120 dBμV
	AGC BkHigh Pilot MeasFreq.	47 to 1002 MHz
	BkHigh Pilot MeasFreq Level	85 to 120 dBμV
	AGC Low Pilot MeasFreq.	47 to 1002 MHz
	Low Pilot MeasFreq Level	85 to 120 dBμV
	AGC BkLow Pilot MeasFreq.	47 to 1002 MHz
	BkLow Pilot MeasFreq Level	85 to 120 dBμV
	Cable Temp	-20, -10, 0, 10, 20, 30, 40, 50,
		60 or AUTO degC
	Cascade Number	1 to 10
	AGC Freq. 0	47 to 1002 MHz
	AGC Freq. 1	47 to 1002 MHz
	AGC Freq. 2	47 to 1002 MHz
	AGC Freq. 3	47 to 1002 MHz
	AGC Freq. 4	47 to 1002 MHz
	AGC Freq. 5	47 to 1002 MHz
	AGC Freq. 6	47 to 1002 MHz
	AGC Freq. 7	47 to 1002 MHz
	AGC Freq. 8	47 to 1002 MHz
	AGC Freq. 9	47 to 1002 MHz

### **Setting Up with a Handheld Terminal**

### **Keypads**

The amplifier can be set up using a handheld terminal, type **A91200.10**. The following table lists the terminal keypads and their definitions.



For detailed information, see *Operation Instructions Handheld Programming Terminal*, *type* 91200, part number A541365.

#### **Shortcuts**

The menu item numbers can be used as shortcuts. To enter a menu, press the item number. For example, if you want to enter the submenu "Reverse Mode" press number keys **3** and **1** continuously. This key sequence displays the "Reverse Mode" menu. See *Menu Structures and Operations* on page 3-9 to determine the number for a required menu.

Ten shortcuts are specifically designed to help the user directly enter seven menus to set parameters, which are indicated on the cover:

- Press and hold "0" on the keypad to set reverse output ATT directly.
- Press and hold "1" on the keypad to set forward input ATT directly.
- Press and hold "2" on the keypad to set forward input EQ directly.
- Press and hold "3" on the keypad to set forward output ATT2 directly.
- Press and hold "4" on the keypad to set forward output EQ2 directly.
- Press and hold "5" on the keypad to set forward output ATT1 directly.
- Press and hold "6" on the keypad to set forward output EQ1 directly.
- Press and hold "7" on the keypad to set reverse input ATT1 directly.

# Setting Up with a Handheld Terminal, Continued

- Press and hold "8" on the keypad to set reverse input ATT2 directly.
- Press and hold "9" on the keypad to set reverse output EQ directly.

### **Menu Structures and Operations**

The number before each menu name is the menu item number.

Menus and Descriptions			
1 General	Submenu1	Submenu2	Actions
	11 Fwd Config	111 Fwd ActivePath	Read-write
			Select an active path: Both Paths or Path2
			Only
		112 Fwd Bandwidth	Read-write
			Select 862 MHz or 1 GHz
	12 Rev Config	121 Rev Gain	Read-write
			Select 20 dB or 25 dB
	13 Mounted Modules	131 Transponder	Read-only
			Mounted or Not Mounted
		132 AGC Module	Read-only
			Mounted or Not Mounted
	14 Power Supply	141 Remote Supply	Read-only
		142 24 VDC	Read-only
		143 12 VDC	Read-only
	15 Temperature	-	Read-only
			1°C step

2 Forward	Submenu1	Submenu2	Actions
	21 Fwd Input Att	_	Read-write
			Set Fwd input attenuation
			0–18 dB, Unit in 0.1 dB, 0.5 dB step
	22 Fwd Input EQ	_	Read-write
			Set Fwd input EQ
			0–18 dB, unit in 0.1 dB, 0.5 dB step
	23 Fwd Output1	231 Fwd Output	Read-write
		Att1	Set Fwd output attenuation1
			0-18 dB, unit in 0.1 dB, 0.5 dB step
		232 Fwd Output	Read-write
		EQ1	Set Fwd output EQ1
			0–18 dB, unit in 0.1 dB, 0.5 dB step
		233 Power Saving1	Read-write
			Select ON or OFF
	24 Fwd Output2	241 Fwd Output	Set Fwd output attenuation2
	_	Att2	Depending on the AGC module
		242 Fwd Output	Set Fwd output EQ2
		EQ2	Depending on the AGC module
		243 Power Saving2	Read-write
			Select ON or OFF

# **Setting Up with a Handheld Terminal, Continued**

### Menu Structures and Operations, continued

3 Reverse	Submenu1	Submenu2	Actions
	21 Box Input1	311 Rev Input Att1	Read-write
	31 Rev Input1	311 Kev Input Att1	Set Rev input attenuation1
			0-18 dB, unit in 0.1 dB, 0.5 dB step
		312 Rev Switch1	Read-write
		312 Rev Switchi	Set Rev switch1 to 0 dB, -6 dB or off
	22 Porr Immut?	321 Rev Input Att2	Read-write
	32 Rev Input2	_	Set Rev input attenuation2
			0-18 dB, unit in 0.1 dB, 0.5 dB step
		322 Rev Switch2	Read-write
			Set Rev switch2 to 0 dB, -6 dB or off
	33 Rev Output ATT	_	Read-write
			Set Rev output attenuation
			0-15 dB, unit in 0.1 dB, 0.5 dB step
	24 Port Outrout EO	_	Read-write
	34 Rev Output EQ		Set Rev output EQ
			0-15 dB, unit in 0.1 dB, 0.5 dB step

<b>4 Copy Parameters</b>	Submenu1	Submenu2	Actions
	41 From Product	411 Setting 1	Nine amplifier settings can be
		412 Setting 2	configured.
		413 Setting 3	If a setting position is available, it
		414 Setting 4	displays Empty; If not available, it
		415 Setting 5	displays nothing.
		416 Setting 6	Copy the parameters from one product
		417 Setting 7	and store those parameters into a
		418 Setting 8	handheld EEPROM. (Parameters for
		419 Setting 9	both AGC module and Amplifier)
			Select Abort or Execute
	42 To Product	421 Setting 1	Select and copy a setting to product.
		422 Setting 2	If no valid setting exists, you cannot
		423 Setting 3	enter the menu and No Data displays.
		424 Setting 4	Restore the parameters from a
		425 Setting 5	Handheld EEPROM to a product.
		426 Setting 6	(Parameters for both AGC module and
		427 Setting 7	Amplifier)
		428 Setting 8	Select Abort, Execute, AMP,
		429 Setting 9	AMP+AGC, or Not Exist
	43 Restore Default	_	Restore the default configuration to a
			product. (Parameters for both AGC
			module and amplifier)
			Select Abort, AMP, AGC, or
			AMP+AGC

# Setting Up with a Handheld Terminal, Continued

### Menu Structures and Operations, continued

5 Identification	Submenu1	Submenu2	Actions
	51 Model No		Read-only
			Displays product model number
	52 Serial No	-	Read-only
			Displays product serial number
	53 Time in Service	-	Read-only
			Displays service time, Unit in days
	54 Software ID	-	Read-only
			Displays amplifier software ID
	55 Terminal SW ID	-	Read-only
			Displays handheld software ID
	56 Product Date	-	Read-only
			Displays product date of amplifier
	57 HW Version	-	Read-only
			Displays hardware version of amplifier

6 TP Module	Submenu1	Submenu2	Actions
	61 TP SW ID	_	Read-only
			Displays SMC or HMS
	62 MAC ADDR	_	Read-only (only when using HMS)
	63 IP ADDR	_	Read-write (only when using HMS)
			Set IP address
	64 MASTER RESET	_	Read-write
			Select YES or NO
	65 FREQ	651 STATUS	Read-only
		652 FREQ SCAN	Read-write (only when using HMS)
			Select YES or NO
		653 BAUDRATE	Read-write (only when using SMC)
			Select 9600, 19200 or 38400
		654 TX FREQ	Read-write
		655 RX FREQ	Read-write
		656 TX LEVEL	Read-write
		657 RX LEVEL	Read-only (only when using HMS)

**Note:** This menu is only accessible when a transponder is mounted. Same with existing menu in handheld through LCI interface on transponder.

7 AGC	Submenu1	Submenu2	Actions
Module			
	71 Pilot Settings	711 Pilot Hi Freq	Read-write
		-	Pilot High Frequency, Unit in MHz
		712 Pilot Hi Level	Read-write
			Pilot High Level, Unit in 0.1 dBμV
		713 Pilot Lo Freq	Read-write
		•	Pilot Low Frequency, Unit in MHz
		714 Pilot Lo Level	Read-write
			Pilot Low Level, Unit in 0.1 dBμV

# **Setting Up with a Handheld Terminal**, Continued

# Menu Structures and Operations, continued

7 AGC Module	Submenu1	Submenu2	Actions			
Module	72 Bk Pilot	721 Bk PilotHi Freq	Read-write			
	Settings	721 DK 1 HOUTH 11eq	Backup Pilot High Frequency, Unit in MHz			
	Settings	722 Bk PilotHi	Read-write			
		Level	Backup Pilot High Level, Unit in 0.1 dBµV			
		723 BkPilot Lo Freq	Read-write			
			Backup Pilot Low Frequency, Unit in MHz			
		724 BkPilotLo Level	Read-write			
			Backup Pilot Low Level, Unit in 0.1 dBµV			
	73 MISC	731 Cable Temp	Read-write			
	Settings	1	-20, -10, 0, 10, 20, 30, 40, 50, 60 or AUTO			
	74 Function	Read-write				
			AA/AGC/ FixGain /Standby/			
			! AA/! AGC/! FixGain /! Standby			
			In case of alarms, flashing "!" in "! AA/! AGC/!			
			FGain/! Standby"			
	75 Alarm	-	Read-only			
			Normal / AA Time Out / AA OutRange / AGC			
			OutRange / PltLevOutRng			
	76 Measurement	761 Hi Pilot Slt	Read-only			
			Main/Backup			
		762 Lo Pilot Slt	Read-only			
			Main/Backup			
		763 Active Hi Freq	Read-only			
			Frequency unit in MHz			
		764 Active Hi Level	Read-only			
			Level unit in 0.1 dBuV			
		765 Active Lo Freq	Read-only			
			Frequency unit in MHz			
		766 Active Lo Level	Read-only			
			Level unit in 0.1 dBuV			
	77 Identification	771 Model Number	Read-only			
			Displays AGC model number			
		772 Serial Number	Read-only			
		FF0.0.6: ID	Displays AGC serial number			
		773 Software ID	Read-only			
<b>3.7</b> 4 177.1			Displays AGC software ID			
Note: This	Note: This menu is only accessible when the AGC Module is mounted.					

# **ROSA Element Management System**

#### **ROSA Element Management System**

To monitor the amplifier, a transponder must be installed in the amplifier. This transponder will communicate back to the headend through the reverse path. The transponder signal is received at the test point at output. See *Overview Diagram* on page 1-2.

The level measured by the transponder will be attenuated by approximately 40 dB relative to the output signal at output. The transponder transmitter level is adjusted to the same level as the other reverse signals. The level from the transponder will be attenuated by approximately 20 dB at the reverse path since it is inserted with a 30 dB coupler.

Use a handheld terminal which contains the necessary driver for the unit to set up a transponder. New drivers can be installed by means of downloading the kit A91210.10.

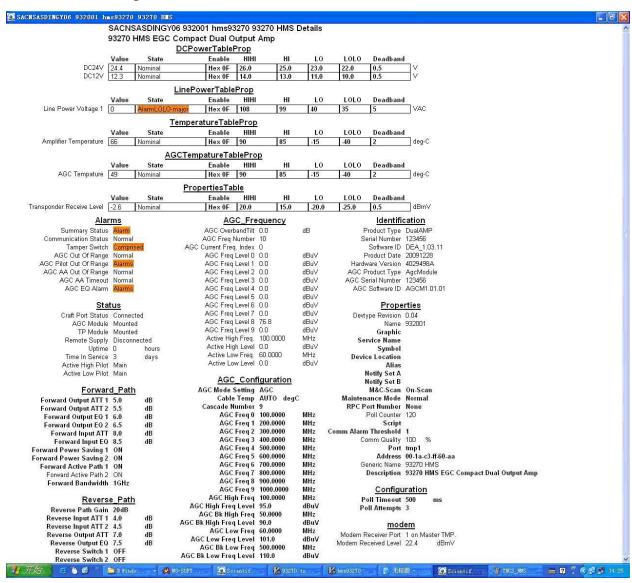


Manage your network with ROSA and TNCS open standards element management. Get faster mean-time-to-repair, increased uptime, and management that evolves as you provision your networks. US toll-free 1-800-722-2009. EMEA +32 56 445 445. www.scientificatlanta.com/ROSA

# **Setting Up Transponders**

#### **HMS Transponder**

Use an HMS transponder to set up the parameters that are highlighted in the following illustration.



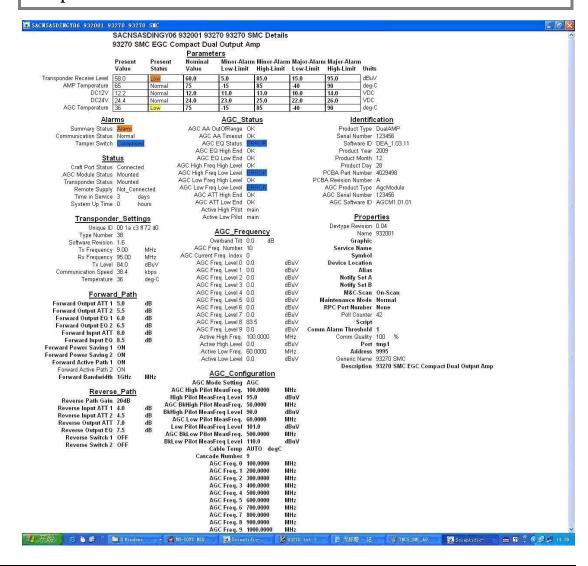
Continued on next page

#### SMC Transponder

Use a SMC transponder to set up the parameters that are highlighted in the following illustration.



The SMC transponder can only be recognized by the amplifier when it is set to IEP mode. To change the mode, connect a handheld, part number A91200.11 to the LCI interface of the transponder. For detailed information, see *Compact Transponder 91051 Mounting Instructions*, part number 744610. The USB - LCI interface, part number A91220.10 can't be used on the LCI port of the SMC transponder.



# Starting Up with the AGC Module

The following sections are applicable to the amplifier with the AGC module mounted. The LEDs on the AGC module provide indication of the status of the module when it is mounted.

When the amplifier is powered up, the three LED indicators with different colors flash in sequence, for around 50 seconds, during the initialization of the AGC module as well as the amplifier. Then the AGC module will read the configurations, such as pilot settings and AGC function setting, from the amplifier, and start to run the configured function. By default the AGC module is set to Standby mode, when the green LED indicator is flashing slowly.

Before installing the AGC module, if the values of the AGC attenuator and equalizer of the amplifier are less than 4 dB, these values will be set automatically to 4 dB after the AGC module is plugged in. On the other hand, if such values are no less than 4 dB, they will be kept. These values are shown on the handheld display or in the ROSA Element Management system.

#### **Description of LED Indications**

The following table lists LED status and description.

LED Status	Description		
Red	Warning: out of AGC range		
Red, fast flashing	Warning: auto alignment is out of range		
Red, slow flashing	Warning: auto alignment is timed out		
Green	The AGC module is in AGC mode		
Green, fast flashing	Auto alignment is in progress		
Green, slow flashing	The AGC module is in Standby mode		
Yellow	The AGC module is in Fixed Gain mode		
Yellow, fast flashing	Level out of range is detected		
Yellow, slow flashing	NA		
All of the three LED indicators are on	Communication with the amplifier failed		

**Note:** To avoid the warnings of auto alignment being overlooked, the failure status of auto alignment is not cleared unless the user manually changes the AGC module to other functions or runs another auto alignment.

# **Setting Up the AGC Module**

When the AGC module is plugged into the amplifier, it reads out the settings, including pilot settings and function settings from the amplifier, and starts to run the configured function.



When a SMC transponder will be installed, make sure its mode is set to IEP, before configuring the AGC module. Refer to page 3-15 for details.

#### Setting Up the AGC Module with a Handheld Terminal

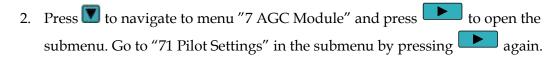
The following steps provide instructions on setting up the AGC module with a handheld terminal. Before using the AGC module to monitor and control the output signals of the amplifier, check the Pilot settings to make sure that they have been set to the desired settings.

1. Connect Terminal A91200 to the amplifier by plugging the connector of the terminal into the "LCI" socket, as illustrated below. The display on the terminal shows the status of the AGC module.



Continued on next page

# Setting Up the AGC Module, Continued



3. Press to enter the submenu "711 Pilot Hi Freq" and press to change the value of pilot high frequency. The menu title "711 Pilot Hi Freq" will be flashing when the value can be changed. Use the number keys to enter the

desired value and press to confirm.

- 4. Go to "712 Pilot Hi Level" and repeat step 3 to set up pilot high level.
- 5. Press to return to submenu "71 Pilot Settings" and repeat steps 3 and 4, to set up pilot low frequency and level.

**Note**: Frequency and level have configurable ranges. Refer to page 3-7 for details. Value input out of the specified range will not be effective, and an "Out of Range" display will appear.

1. Before using auto alignment function, the cable temperature also has to be set up. Go to submenu "731 Cable Temp" under "73 MISC Settings" and press

and to select the desired value. Press to confirm. When the auto alignment is completed, the temperature returns to 20°C by default.

### **Functions of the AGC Module**

#### Standby

If no function is required, the AGC module is set to Standby mode to reduce power consumption. The standby mode is running in a cycle of 2 minutes between monitoring and sleeping. In monitoring status, the AGC module detects the levels of 4 pilots and the selected frequencies and sends the information back to the handheld or the ROSA Element Management system. In sleeping status, the microprocessor in AGC module continues communicating with the amplifier.

#### **Auto Alignment**

The auto alignment function adjusts input attenuator and equalizer to get the desired output level and tilt, according to the pilot levels set up as per page 3-17.

When auto alignment function is selected, if the differences between the detected pilot levels and the set pilot levels are less then ±1 dB, the auto alignment function is completed, and the AGC module goes back to Standby mode. Otherwise the auto alignment continues until one of the following occurs:

- The differences are less than ±1 dB;
- Auto alignment is timed out. After 2 minutes of auto alignment, a time-out alarm is activated, either shown on the LED indicators, the handheld, or in the ROSA Element Management system. Refer to page 3-16 for the descriptions of LED indicators. Meanwhile, the current input attenuator and equalizer values remain, and the AGC module goes into Standby mode.
- No input attenuator/equalizer can be adjusted. In this case, an alarm is activated, either shown on the LED indicators, the handheld, or in the ROSA Element Management system. Refer to page 3-16 for the descriptions of LED indicators. Meanwhile, the current input equalizer value remains, but the input attenuator value is set to its maximum, and the AGC module goes into Standby mode.

In auto alignment function, when all the high or low pilots and their backup pilots drop out, the current input equalizer value remains, while the input attenuator value is set to its maximum, and the AGC module goes into Standby mode.

During an auto alignment, the user cannot switch the AGC module to other functions, or change the values of attenuator or equalizer, until the auto alignment is completed, when both values are updated in the handheld or ROSA Element Management system. And if the AGC module is pulled out of the amplifier during the auto alignment, the input attenuator and equalizer values are saved.

**Note:** Special attention is required when using auto alignment function, which is available for input attenuator/equalizer only. So before running auto alignment function to set the input attenuator/equalizer automatically, make sure to set the inter-stage attenuator/equalizer to desired value manually first.

Continued on next page

# Functions of the AGC Module, Continued

#### **AGC**

The AGC function continuously adjusts inter-stage attenuators and equalizers up to  $\pm 4$  dB, to keep the output level and tilt of the amplifier constant. This function runs in a cycle of 6 minutes to save power. During each AGC tuning session, the AGC module monitors 4 pilot levels and 10 selected frequencies, and when the amplifier detects that the adjusting values of attenuator and equalizer are out of the  $\pm 4$  dB range, an alarm will be activated on the LED indicators or ROSA Element Management system. Refer to page 3-16 for the descriptions of LED indicators. After each tuning task is completed, the AGC module goes to sleeping status for the rest of the cycle.

In AGC function, when all the high or low pilots and their backup pilots drop out, the values of inter-stage attenuator and equalizer are set back to those in effect before the AGC function is performed. The AGC module stays in AGC mode, monitoring the pilot levels and the 10 selected frequencies, in a cycle the same as in Standby mode. However, the amplifier doesn't adjust the inter-stage attenuator and equalizer, until the level of any of the 4 pilots goes back to its detected level range from 85 to 120 dBuV.

If the user switches the AGC function to Standby mode, or pulls the AGC module out of the amplifier, the current values of inter-stage attenuator and equalizer remain. If a new AGC module is installed into the amplifier, the values of inter-stage attenuator and equalizer are set back to those in effect before the AGC function is performed, and the AGC module continues with the AGC function.

#### **Fixed Gain**

The fixed gain function sets the amplifier to its nominal gain, and monitors the 4 pilot frequencies and the 10 selected frequencies, in a cycle the same as in Standby mode.

# **Using Temperature Back-off Feature**

#### **Introduction of Temperature Back-off Feature**

The temperature back-off feature is used to off-set the attenuator and equalizer when the amplifier is auto aligned at a non-room temperature, to allow the AGC module working as at room temperature. This feature is used in auto alignment function only, and is turned off when the auto alignment is completed.

#### **Notes:**

- 45 dB cable loss at 1 GHz is used to simulate the network variation over temperature (Reference: CommScope RG6).
- Room temperature is defined as  $20^{\circ}$ C.

#### **Using Temperature Back-off Feature**

To use the temperature back-off feature, set up the desired value in submenu "731 Cable Temp" as per instructions on page 3-18.

There are two ways to determine the temperature compensation needed.

- 1. When the amplifier's environmental temperature is very **different** from the cable's environmental temperature, the user should enter the cable's estimated environmental temperature manually, by selecting from the available values in the submenu, including  $-20^{\circ}\text{C}$ ,  $-10^{\circ}\text{C}$ ,  $0^{\circ}\text{C}$ ,  $10^{\circ}\text{C}$ ,  $20^{\circ}\text{C}$ ,  $30^{\circ}\text{C}$ ,  $40^{\circ}\text{C}$ ,  $50^{\circ}\text{C}$ , and  $60^{\circ}\text{C}$ . If  $20^{\circ}\text{C}$  is selected, the temperature compensation function is turned off.
- 2. When the amplifier's environmental temperature is about the **same** as the cable's environmental temperature, the user can select AUTO in the submenu, and a sensor inside the amplifier will measure and calculate the temperature automatically.

# Chapter 4 Customer Support Information

# Overview

#### Introduction

This chapter contains information on obtaining product support.

# **Obtaining Product Support**

IF	THEN
you have general questions about this product	contact your distributor or sales agent for product information or refer to product data sheets on www.cisco.com.
you have technical questions about this product	call the nearest Technical Service center.
you have customer service questions about this product	call the nearest Customer Service center.

# In This Chapter

This chapter contains the following topics.

Topic	See Page
Support Telephone Numbers	4-2

# **Support Telephone Numbers**

# **Telephone Numbers**

This table lists the Technical Support and Customer Service numbers for your area.

Region	Centers	Telephone and Fax Numbers
North America	Cisco Services	For Technical Support, call:
	Atlanta, Georgia	■ Toll-free: 1-800-722-2009
	United States	■ Local: 678-277-1120 (Press <b>2</b> at the prompt)
		For Customer Service, call:
		■ Toll-free: 1-800-722-2009
		■ Local: 678-277-1120 (Press <b>3</b> at the prompt)
		Fax: 770-236-5477
		■ E-mail: customer-service@cisco.com
Europe,	Belgium	For Technical Support, call:
Middle East,		■ Telephone: 32-56-445-197 or 32-56-445-155
Africa		Fax: 32-56-445-061
		For Customer Service, call:
		■ Telephone: 32-56-445-444
		Fax: 32-56-445-051
		■ E-mail: service-elc@cisco.com
Japan	Japan	■ Telephone: 81-3-5908-2153 or +81-3-5908-2154
7 1	· 1	Fax: 81-3-5908-2155
Korea	Korea	■ Telephone: 82-2-3429-8800
		Fax: 82-2-3452-9748
		E-mail: songk@cisco.com
China (mainland)	China	■ Telephone: 86-400-8108886
		Press 4 at the prompt
		E-mail: gca-lsc-sa@cisco.com
All other	Hong Kong	■ Telephone: 852-2588-4746
Asia-Pacific countries		Fax: 852-2588-3139
& Australia		E-mail: support.apr@sciatl.com
Brazil	Brazil	■ Telephone: 11-55-08-9999
		■ Fax: 11-55-08-9998
		E-mail: fattinl@cisco.com or ecavalhe@cisco.com
Mexico,	Mexico	For Technical Support, call:
Central America, Caribbean		■ Telephone: 52-3515152599
Caribbean		■ Fax: 52-3515152599
		For Customer Service, call:
		■ Telephone: 52-55-50-81-8425
		■ Fax: 52-55-52-61-0893
All other	Argentina	For Technical Support, call:
Latin America		■ Telephone: 54-23-20-403340 ext 109
countries		Fax: 54-23-20-403340 ext 103
		For Customer Service, call:
		■ Telephone: 770-236-5662
		■ Fax: 770-236-5888
		■ E-mail: keillov@cisco.com



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