



Passive Devices Installation Instruction



Passive Devices

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Andrew Wireless Systems GmbH, 21-July-2025

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LIST OF CHANGES

Version	Changes	Release Date
M0154A0A		22-May-2020
M0154A0B	- Rebranding in all chapters and picture updates - Outdated information deleted - Contact chapter updated	21-July-2025

1. Installation

1.1. Universal Bracket

The universal bracket is used to mount passive devices shown in the following sections.

- Couplers
- Tappers
- Hybrid Couplers
- Hybrid Matrix
- Low Power Splitters
- High Power Splitters

To order the recommended universal brackets, use PN: 42396A-17. This package contains five sets of brackets and associated mounting hardware. Each bracket kit contains the following items:

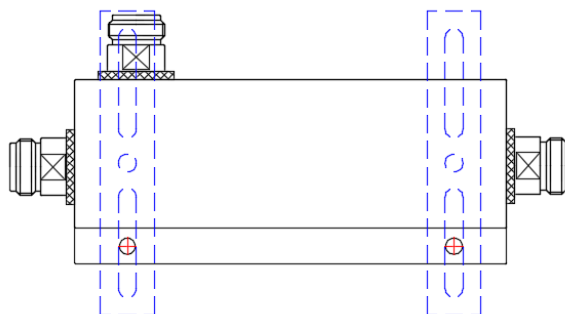
- Two brackets
- Two stainless steel screws, 68mm (2.7")
- Two stainless steel screws, 56mm (2.2")
- Two stainless steel screws, 32mm (1.25")
- Two plastic nylon plugs



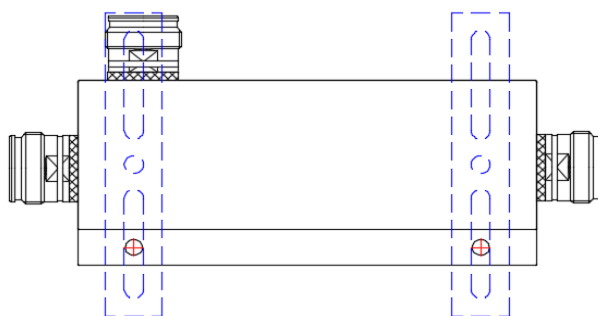
42396A-17

1. Installation

1.2. Couplers

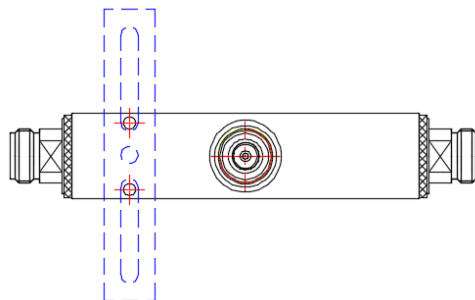


N Type

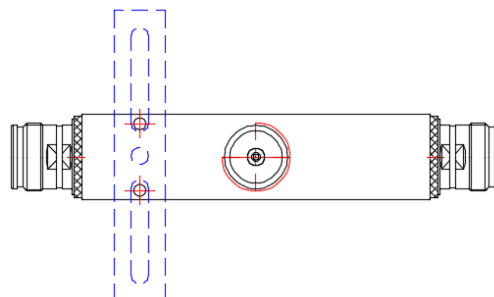


4.3-10 Type

1.3. Tappers

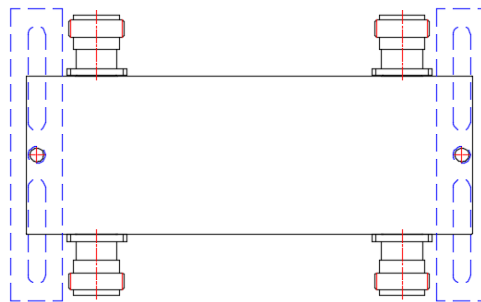


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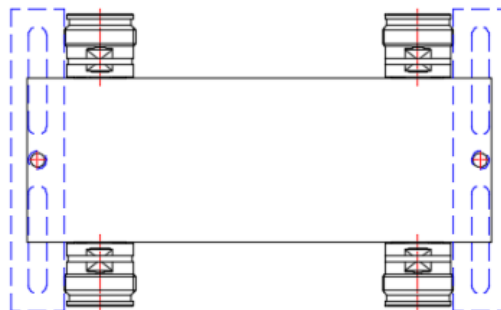


4.3-10 Type

1.4. Hybrid Couplers

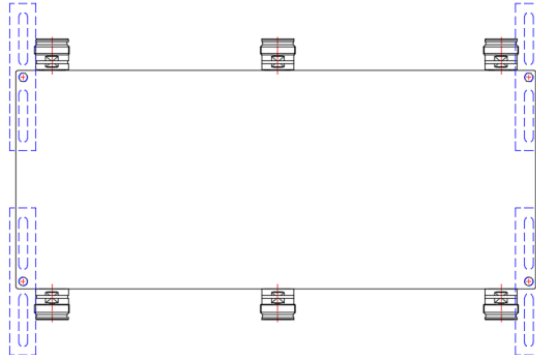


N Type

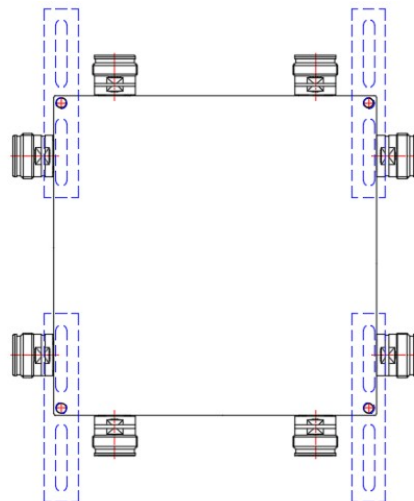


4.3-10 Type

1.5. Hybrid Matrix

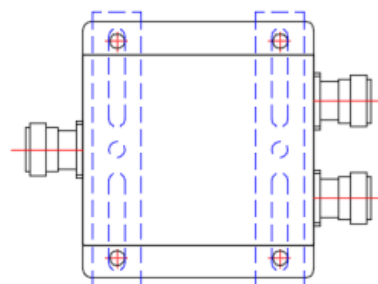


Low PIM 3x3 High Power

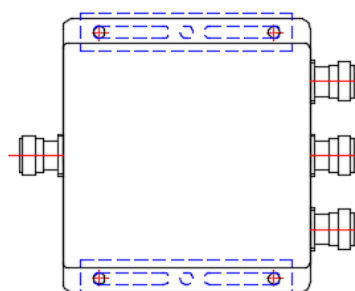


Low PIM 4x4 High Power

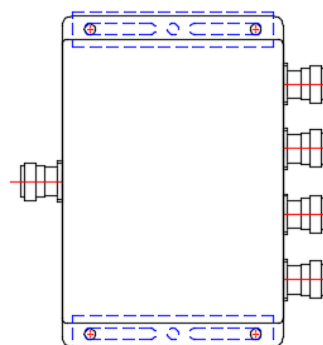
1.6. Low Power Splitters



Two-way

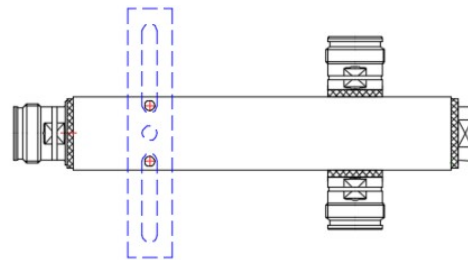
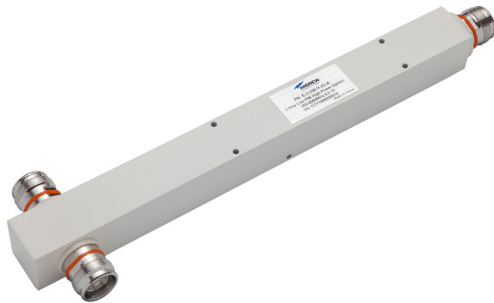


Three-way

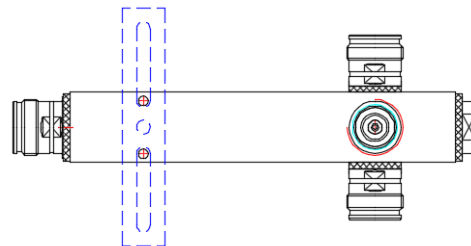


Four-way

1.7. High Power Splitters



Two-way Reactive



Three-way Reactive



Spring Clip

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.

