



Field Notice: Best Install Practices for DOCSIS 3.0 Residential Gateways and Cable Modems

Background

When installing DOCSIS 3.0 residential gateways and cable modems, it's important that installers follow the instructions described in the product user guide. Otherwise, these devices can be damaged by moisture, strain, and heat. To prevent damage to these devices, read and follow instructions in the product user guide as well as the installation best practices described in this document.

Audience

This document is written for installers of DOCSIS 3.0 residential gateways and cable modems.

Document Version

This is the first formal release of this document.

Installation Best Practices

When installing DOCSIS 3.0 residential gateways and cable, follow the best practices described in this section.

The devices shown here are for illustrative purposes only and may vary from the actual product being installed.

Ensure Adequate Ventilation

- Allow adequate spacing on all sides of the device so that the air vents are not blocked.
- Do not install this device in an enclosure, such as a bookcase or rack, unless the installation provides proper ventilation.
- Do not block ventilation openings by placing other entertainment devices (such as VCRs or DVDs), lamps, books, or other objects on top of this device.
- Do not block ventilation openings by affixing the device with decals or other decorative items



Protect from Moisture, Heat, and Strain

- Do not place containers holding liquids, such as vases, on top of this device.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.
- Do not place items, such as entertainment devices (for example, VCRs or DVDs), lamps, books, or other objects on top of this product.



Ensure a Stable Base, Protect from Accidental Damage

- Choose an installation location that is relatively protected from accidental disturbance or harm, such as a closet, basement, or other protected area.
- Make certain to operate this device only in the position(s) recommended in the user guide: vertical, horizontal, or both, depending on the model.
- Do not place this device on an unstable surface such as a bed, sofa, rug, or similar surface.



For Information

If You Have Questions

If you have technical questions, call Cisco Services for assistance. Follow the menu options to speak with a service engineer.



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