

**SUBJECT: FAILURES IN ONE-FOOT FLAT CAT-5 CABLES**

**PRODUCTS: NETWAVE DUAL ROUTER & DUAL SELECTOR KITS, HDE-200 EXPORTER**

**URGENCY: REPLACE CAT-5 CABLE, AS REQUIRED**

**RELEASE DATE: 10/2010**

**REASON FOR BULLETIN:** Field reports, and subsequent in-house testing, has revealed that a one-foot flat CAT-5 cable (Harris P/N 90-2131-2), used in NetWave Dual Router and Dual Selector upgrade kits and in HDE-200 Exporters, may have intermittent connections due to improper manufacturing by the cable vendor.

**ACTION:** As a preventive measure, Harris is providing replacement blue flat CAT-5 cables for any of the possibly-defective cables, all of which are black. Black flat CAT-5 cables were only used in products shipped between January, 2010 and October, 2010.

**IDENTIFYING THE AFFECTED CABLES:** The improperly manufactured CAT-5 cables use a black cable and have hand-crimped ends without strain relief. The correct CAT-5 cables are blue in color and have molded cable ends. These cables have had no problems.

On an HDE-200 Exporter, remove the top cover to observe the color of the CAT-5 cable that connects the main board to the HD Radio DSP board (see page 5-2 of the HDE-200 manual for parts ID). If the CAT-5 cable is blue with molded ends, then no further action is required. If it is black, then the CAT-5 cable should be replaced. Contact Harris PR&E Tech Support for a replacement cable.

On NetWave Dual Router and Dual Selector kits, if the CAT-5 cable included in the kit is black, it should not be used. Contact Harris PR&E Tech Support for a replacement cable. If it is blue with molded ends, then it is OK to use. If a kit has already been installed in a console, remove the dual fader panel to view the color of the two CAT-5 cables:

1. Remove the four hex screws from the upper and lower edges of the fader panel.
2. Lift the panel out of the console by either using the two fader knobs to lift the panel up or by using a pen knife to pry up the lower edge of the panel so it can be removed by hand.
3. Lift up the panel just enough to turn it over to observe the two CAT-5 cables. One is red and the other should be blue. If the second cable is black, contact Harris PR&E Tech Support for a replacement blue CAT-5 cable.

To obtain a replacement blue CAT-5 cable for one of the suspect black CAT-5 cables, contact Harris PR&E Tech Support via email ([presupport@harris.com](mailto:presupport@harris.com)), the Harris Customer Portal (<http://ecustomer.broadcast.harris.com>), telephone (760.936.4013), or by mail (Harris/PR&E Tech Support, 1493 Poinsettia Ave., Suite 143, Vista, CA 92081).