



Unpack and inspect

This chapter describes how to unpack the ONT from the shipping container and inspect the ONT for damage.

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Unpack the ONT

Before you begin

- Personnel involved in the installation must be trained in and have experience with Ciena® product installations.
- Follow site standards regarding system weight when unpacking and maneuvering the ONT.
- Inspect the shipping container for physical damage. If any components are damaged, refer to the instructions in section *Returning materials*.

The following items are shipped:

- ENC-10G-ONT-14A ONT
- 12V 2A DC power adapter

Procedure

- Step 1** Verify the shipping container contents against the shipping invoice.
- Step 2** Compare the labels on the shipping containers with the information on the packing list.

Table 1:

If there are	Then
discrepancies or missing components	stop and notify Product Support. Have the following information available: <ul style="list-style-type: none"> • shipping invoice number • model and serial number of the damaged item • description of the discrepancy • effect of the discrepancy on the installation
no discrepancies or missing components	continue with the procedure

- Step 3** Remove the cardboard box and plastic bag from the shipping container.
- Step 4** Carefully lift the ONT out of the cardboard box.
- Step 5** Remove the foam block from the ONT.
- Step 6** Remove the ONT out of the ESD bag.
- Step 7** Ensure that the shipping container is empty.
- Step 8** Dispose of shipping container and packing materials in accordance with site requirements.

Inspect for damage

Inspect the ONT to ensure that it was not damaged in transit.

Procedure

- Step 1** Visually inspect every surface of the ONT.
- Look for:
- chipped paint
 - cracks
 - breaks
 - broken connectors
 - electronics damage such as bent pins
- Step 2** Determine whether there is any damage.

Table 2: Actions to be taken on damage if determined

If	Then
damage is identified	take the following actions: <ul style="list-style-type: none"> • photograph and record the damage • report the damage to the shipping courier • notify Product Support about damaged components
no damage is identified	the ONT is ready to be positioned and installed.

Return materials

All returned equipment must have a Ciena return merchandise authorization (RMA) number. Ciena is not responsible for any item returned without this identifier.

Before you begin

The following information is required to obtain an RMA number:

- Customer Support contact information, located in the copyright statement of this publication
- serial number of item to be returned
- model number of item to be returned
- description of the problem
- return address and phone number
- declaration of emergency or non-emergency condition

Procedure

Contact a Customer Support Representative and provide the required information.

An RMA is created and is used to track the defective item.

