
CONTENTS

Foreword	xxi
Acknowledgments	xxiii
 PART I The CTS-Installation and CTS-I Exam	
Chapter 1 Getting CTS-I Certification	3
What Does a CTS-I Certified Installer Do?	4
InfoComm Certifications	4
Why Earn Your CTS-I Credential?	5
Are You Eligible for the CTS-I Exam?	6
InfoComm Standards	7
Getting Started	7
 Chapter 2 The CTS-I Exam	9
The Scope of the CTS-I Exam	9
Exam Preparation Strategies	11
CTS-I Exam Practice Questions	12
Answers to Sample CTS-I Exam Questions	14
Math Strategies	14
The Exam Calculator	15
Order of Operations	16
Electrical Circuits	18
Ohm's Law	19
The CTS-I Exam Application and Processes	25
Getting to the Testing Center	26
Identification Requirements	26
Items Restricted from the Exam Room	27
About the Exam	27
During the Exam	28
Dismissal or Removal from the Exam	29
Hazardous Weather or Local Emergencies	29
Special Accommodations for Exams	29
Exam Scoring	30
Retesting	30
Chapter Review	30

PART II The Basics of AV Installation

Chapter 3	Managing an AV Project	35
	Scope of Work	36
	Project Planning	36
	Developing a Plan	37
	Managing Project Resources and Activities	37
	Work Breakdown Structure	39
	Gantt Chart for Project Schedules	40
	Logic Network Diagram for Coordinating Resources	41
	Managing the Project Budget	42
	Monitoring Work at the Client Site	44
	Other Project Management Activities	44
	Providing Project Documentation	45
	Information-Related Documents	46
	Change Documentation	47
	Types of AV Projects	49
	Key Stages of AV Installation	50
	Pre-installation	50
	System Fabrication	50
	AV Installation	51
	AV Verification	51
	System Closeout	51
	Chapter Review	51
	Review Questions	52
	Answers	53
Chapter 4	Audiovisual Documentation	55
	Types of Drawings	55
	Audiovisual Drawings and Diagrams	56
	Construction Drawings	56
	Facility Drawings	57
	System Drawings	57
	As-Built Drawings	58
	The Basics of Drawings	58
	Using a Scale	59
	Reading Scaled Drawings	60
	Converting Dimensions on Scaled Drawings	61
	Converting Ratios	62
	Elements of Drawings	64
	Drawing Abbreviations	64
	Drawing Symbols	64

Drawing Views	67
Plan View	67
Reflected Ceiling Plans	67
Elevation Drawings	67
Section Drawings	71
Detail Drawings	71
Chapter Review	72
Review Questions	72
Answers	75
Chapter 5 Pre-installation Activities	77
Types of AV Job Sites	78
Construction Site	78
Client-Occupied Space	78
Conducting a Site Survey	79
Technical Site Survey	79
Evaluating Facility Conditions	80
Drawing Review Process	81
De-installing Existing Equipment	81
Reusing Existing Equipment	82
Job Site Safety Guidelines	82
Safety Regulations	82
Safety Equipment	83
AV Tools	84
Working with Stakeholders and Other Trades	85
Typical Participants	85
Professional Behavior	86
Steps to Escalate a Problem	88
Procurement	89
Chapter Review	90
Review Questions	90
Answers	92

PART III System Fabrication

Chapter 6 Cable Essentials	95
Wire and Cable	96
Types of Cable Used in AV Systems	96
Coaxial Cable	96
Unshielded Twisted-Pair Cable	97
Shielded Twisted-Pair Cable	97
Fiber-Optic Cable	97
Combination Cables	98

More About Fiber-Optic Cable	98
Distance Limitations of Fiber	99
Identifying Connectors	100
Fiber Connectors	102
Plotting a Cable Route	104
Cable Handling	107
Electrical Boxes	108
Cable Labels	108
Cable Snout	110
Cable Pulling	112
Cable Pulling Tools	112
Pulling Tension	113
Cable Pulling Techniques	114
Conduit	115
Conduit Capacity	116
Conduit Capacity Practice Problem	117
Jam Ratio	118
Jam Ratio Practice Problem	118
Cable Termination	119
Stripping Cable	120
Steps to Strip Cable	120
Stripping Coaxial Cable	122
Cable Termination Methods	124
Continuity Testing	125
Chapter Review	126
Review Questions	127
Answers	129
Chapter 7 Mounting AV Equipment	131
Mounting Process	132
Mounting Preparations	133
Review Tools Checklist	134
Inspect Building Structure	134
Load and Weight Considerations	135
Mounting Hardware	135
Selecting Fasteners for Mounts	136
Measuring Bolt Depth	137
Drilling a Pilot Hole	138
Mount Placement	140
Floor Mounting	140
Wall Mounting	140
Ceiling Mounting	142
Mounting Malfunctions	145

	Safety Considerations	147
	Fire Safety	147
	Chapter Review	148
	Review Questions	148
	Answers	150
Chapter 8	Rack Build	151
	Types of AV Racks	152
	Rack Styles	152
	Rack Sizes	154
	Rack Accessories	155
	Rack Elevation Diagrams	156
	Ergonomics	156
	Weight Distribution	158
	Cooling a Rack	159
	Building a Rack	160
	Rack Assembly	160
	Mounting Equipment	161
	Mounting Wireless Equipment	163
	Rack Wiring	164
	Block Diagrams	164
	Connecting Devices	165
	Power Distribution Within a Rack	165
	Rack Grounding	166
	Signal Separation Within a Rack	167
	Rack Dressing	169
	Rack Build Checklist	170
	Load-In	172
	Chapter Review	172
	Review Questions	172
	Answers	174
 PART IV AV Installation		
Chapter 9	Audio Systems Installation	179
	Decibels	180
	Calculating Decibel Changes	180
	Decibel Reference Levels	181
	Perceived Sound Pressure Level	182
	Audio Signal Pathway	183
	Balanced and Unbalanced Circuits	184
	Audio Signal Levels	186

Audio Components	187
Microphones	187
Preamplifiers	189
Audio Mixers	189
Audio Processors	189
Power Amplifiers	196
Loudspeakers	197
Ceiling-Mounted Loudspeakers	197
Installing Audio Components	198
Microphone Installation	199
Loudspeaker Installation	202
Loudspeaker Installation Guidelines	206
Loudspeaker Wiring	206
Series Loudspeaker Circuit	207
Parallel Loudspeaker Circuit	207
Connecting Loudspeakers	208
Single Connection Point Loudspeakers	209
Paired Connection Point Loudspeakers	209
Calculating Loudspeaker Impedance	209
Impedance Meter	210
Series Circuit Impedance Formula	211
Parallel Circuit Same Impedance Formula	212
Parallel Circuit Differing Impedance Formula	213
Series/Parallel Combination Formula	213
Direct-Coupled and Constant-Voltage Loudspeaker Wiring	216
Direct-Coupled Loudspeakers	216
Constant-Voltage Loudspeakers	216
Loudspeaker Transformers	218
Loudspeaker Taps	220
Chapter Review	222
Review Questions	223
Answers	225
Chapter 10 Video Systems Installation	227
Video Signals	228
Video Terms and Concepts	228
Aspect Ratio	229
Frame Rate	229
Refresh Rate	229
Interlaced Scanning	230
Progressive Scanning	230
High-Definition Video Formats	231

Analog Video	232
Analog Video Signal Types	232
Digital Video	234
Digital Video Signal Types	234
Video Transport	235
Digital Video Bandwidth Requirements	239
Signal Loss over Distance	239
HDMI Repeaters	239
Video System Components	241
Cameras	241
Video Signal Processors	242
Projectors	244
Projection Screens	245
Direct View Displays	246
Video Wiring Schemes	246
Direct Connection	247
Looping Scheme	247
Distributed Scheme	248
Installing Video Source Components	248
Cameras	248
Blu-ray Disc Player	250
BYOD Support Connections	250
Installing Video-Processing Components	251
Line Drivers	251
Distribution Amplifiers	252
Matrix Switcher	254
Transmitters and Receivers	254
Installing Video Display Components	255
Front-Projection Screens	255
Mounting an Electric Front-Projection Screen	256
Mounting a Manual Wall-Mounted Projection Screen	257
Rear-Projection Screens	259
Projector Installation	263
Projector Position	263
Projector Offset	266
Keystone Correction	267
Ceiling-Mounted Projector	269
Mounting a Projector to the Ceiling	269
Flat-Panel Displays	272
Chapter Review	273
Review Questions	274
Answers	276

PART V System Setup, Verification, and Closeout

Chapter 11	Introduction to System Verification	279
	Standards Compliance	280
	Performance Verification Standard	280
	System Verification Process	282
	Regional Regulations	284
	Resources for Regional Codes	284
	Verification Tools	285
	Circuit Theory	285
	Ohm's Law	286
	AC and DC Currents	287
	Impedance	287
	Series Circuits	288
	Parallel Circuits	288
	Capacitors	289
	Inductors	290
	Verifying Wiring and Power	291
	System Wiring	291
	Powering the System On/Off	292
	Electrical Safety	292
	Verifying Power and Grounding	295
	Grounding (Earthing) an AV System	297
	System Grounding	297
	Equipment Grounding (Earthing)	299
	Ground Faults	301
	Ground Loops	303
	Safety Reminders	304
	Troubleshooting Methods	305
	Step 1: Symptom Recognition and Elaboration	305
	Step 2: List and Localize the Faulty Function	306
	Step 3: Analysis	307
	Chapter Review	309
	Review Questions	309
	Answers	311
Chapter 12	Networks	313
	Role of Network Managers	314
	Network Device Inventory	315
	Ports and Protocols	315
	Network Components	316
	Nodes and Connections	317
	Network Interface Cards and MAC Addresses	317
	Network Devices	318

The OSI Model	320
Layers of the OSI Model	321
The Layers	322
Data Transmission and OSI	323
Network Connections	324
Copper Twisted-Pair Cables	324
RJ-45 Connectors	325
Fiber-Optic Cable	327
Wi-Fi Connection	327
Ethernet	329
Local Area Networks	329
Topology	330
What Is Ethernet?	332
Isolating LAN Devices	335
Audiovisual Data Link Protocols	337
Audio Video Bridging	338
EtherSound	339
CobraNet	340
Dante	341
Q-Sys	341
HDBaseT	343
Internet Protocol	344
WAN Topologies	345
Private and Public WANs	346
IP Addressing	347
IPv4 Addressing	347
Types of IP Addresses	349
IPv6 Addresses	352
Address Assignment	353
Static and Dynamic IP Addresses	354
Dynamic Host Configuration Protocol	355
Reserve DHCP	356
Automatic Private IP Addressing	357
Domain Name System	358
Internal Organizational DNS	358
DNS Adoption	359
Transport Protocols	360
TCP Transport	360
UDP Transport	361
TCP vs. UDP	361
Ports	361
The Host Layers	363
The Session Layer	363
The Presentation Layer	363
The Application Layer	364

Bandwidth	364
Quality of Service	364
DiffServ	365
Security Technologies	366
Network Access Control	366
Firewall	367
Network Verification and Troubleshooting	368
Network Troubleshooting Tools	369
Chapter Review	377
Review Questions	378
Answers	379
Chapter 13 Audiovisual Control Systems	381
Control Systems Overview	382
Control System Functions	383
Graphical User Interface	383
Control System Hardware	384
Firmware	384
Control System Software	384
Types of Control Systems	385
Serial Control	386
IP Control	386
Contact Closure	386
Infrared Control	387
RF Control	387
Control System Connectivity	388
Control System Cable Tips	390
Ethernet Connection	391
Control System Signal-Flow Diagrams	392
Installing Control Systems	393
Installing Firmware	394
Verifying the Control System	395
Troubleshooting Control Systems	396
Talking Control with the Customer	397
Performance Verification Standard	397
Chapter Review	399
Review Questions	399
Answers	401
Chapter 14 Audio Gain and System Equalization	403
Audio-Testing Tools	404
Piezo Tweeter	404
Audio Signal Generators	405

Sound Pressure Level Meters	406
Multimeter	409
Measurement Microphone	410
Oscilloscope	410
Setting System Gain	410
Importance of Setting System Gain	410
Selecting a Method of Gain Structure	412
Unity Gain Method	412
Setting Unity Gain	413
System Optimization Method	414
Setting Gain Using the System Optimization Method	416
Setting Gain Structure for Audio DSPs	417
Mixer Input Adjustments	418
Microphone Input Adjustments	418
Line Input Adjustments	419
Power Amplifier Adjustments	420
Audio Equalization	421
Types of Equalizers	421
Equalization Methods	422
Single-Channel vs. Dual-Channel Measurements	424
Room-Based Loudspeaker Measurements	424
Real-Time Analyzer	425
The RTA Method	426
Preparation for the RTA Method	427
Taking RTA Measurements	428
Adjusting at the Equalizer	428
Recommended Response Curves	429
Dual-Channel FFT	431
Using Dual-Channel FFT	432
Tools for Using Dual-Channel FFT	432
The Dual-Channel FFT Method	433
Reading a Comb Filter	435
Adjusting the Neutral Transfer Function	435
Finishing the Equalization Process	437
Chapter Review	438
Review Questions	439
Answers	441
Chapter 15 Video System Setup and Verification	443
Video Verification Checklist	444
Introduction to EDID	448
EDID Packets	448
How EDID Works	449
EDID Table	450

EDID Troubleshooting	451
EDID Tools	451
Resolution Issues	452
No Picture	452
Pink Tint	452
Switching Sources	453
Managing EDID Solutions	453
Building an EDID Strategy	453
Digital Rights Management	454
High-Bandwidth Digital Content Protection	454
HDCP Interfaces	455
How HDCP Works	455
HDCP Device Authentication and Key Exchange	455
HDCP Locality Check	456
HDCP Session Key Exchange	457
HDCP and Switchers	458
HDCP Authentication with Repeaters	458
HDCP Device Limits	459
Verifying the Video Signal Path	460
Signal Extenders	461
Verifying Video Sources	462
Camera Adjustments	462
Verifying Display Components	466
Identify Display Parameters	466
Set Chroma Level	466
Set Contrast	467
Projection Verification	467
Audio/Video Sync	471
Verifying Audio/Video Sync	472
Correcting Audio/Video Sync Errors	472
Chapter Review	473
Review Questions	473
Answers	475
Chapter 16 Conducting System Closeout	477
Verification Standard for System Closeout	478
Performing Site Cleanup	478
Refuse Management	479
Cleaning a Screen	479
Closeout Documentation	480
Drawings of Record	481
Operational Documentation	481
Punch List	482

Troubleshooting	483
Troubleshooting in Live Events	483
System Maintenance Schedule	484
Creating a Maintenance Log	484
Customer Training	485
Customer Sign-Off	486
Chapter Review	487
Review Questions	487
Answers	488

PART VI Appendixes and Glossary

Appendix A Math Formulas Used in AV Installations	491
Steps to Solving Word Problems	491
Step 1: Understand the Problem	491
Step 2: Create a Plan	492
Step 3: Execute Your Plan	493
Step 4: Check Your Answer	494
Rounding	494
AV Math Formulas	494
Appendix B InfoComm Standards	501
ANSI/INFOCOMM 1M-2009 Audio Coverage Uniformity in Enclosed Listener Areas	501
ANSI/INFOCOMM 2M-2010 Standard Guide for Audiovisual Design and Coordination Processes	502
ANSI/INFOCOMM 3M-2011 Projected Image System Contrast Ratio	502
ANSI/INFOCOMM 4:2012 Audiovisual Systems Energy Management	502
ANSI/INFOCOMM 10:2013 Audiovisual Systems Performance Verification	503
Appendix C InfoComm AV Standards Clearinghouse	505
Appendix D Video References	507
Certification Preparation	507
Essential AV Knowledge	507
AV Math	508
Installation Skills	508

Appendix E About the CD-ROM	509
System Requirements	509
Installing and Running Total Tester	509
Total Tester	509
Free PDF Copy of the Book	510
Video Links	510
Technical Support	510
Glossary	511
Index	561