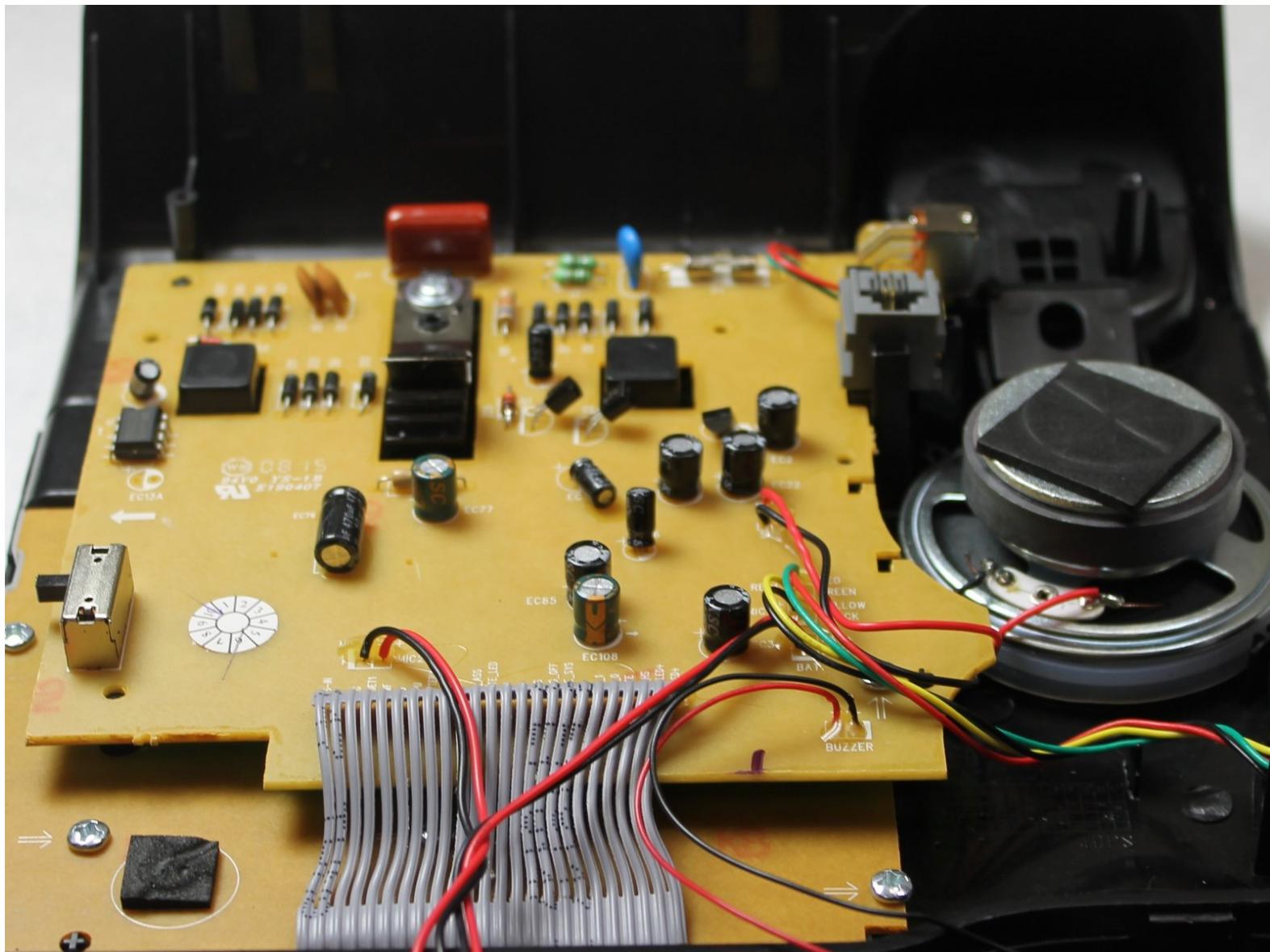




ATT CL2940 Phone Jack Replacement

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INTRODUCTION

Bad connections between the phone itself and the handset could be an issue. Replacing the defective internal phone jack will solve this problem.

TOOLS:

- [Precision Tweezers Set \(1\)](#)
- [Metal Spudger Set \(1\)](#)

Step 1 — Back Panel



- Remove five 9.5 mm Phillips #1 screws from the back panel of the phone.

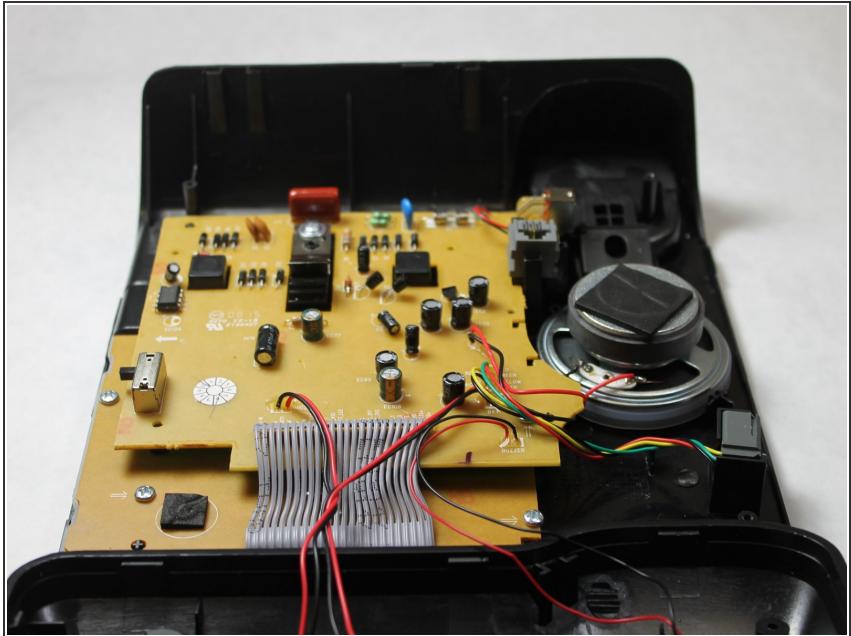
Step 2



- Slide metal spudger into the crack around the Front Panel of the phone

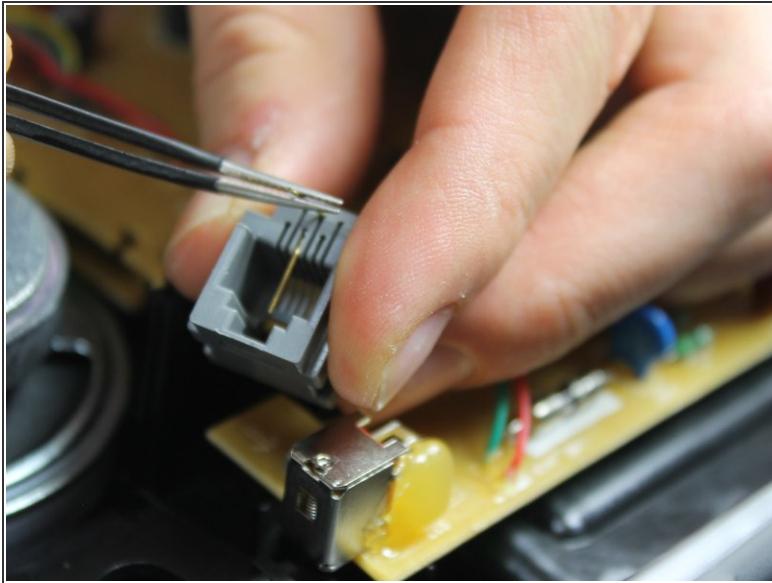
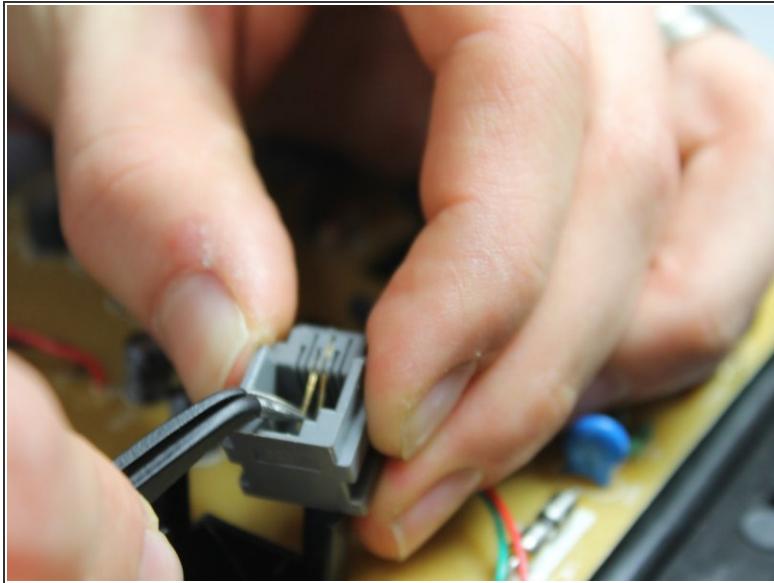
⚠ Be careful not to break the clips holding the Back Panel to the Front Panel

Step 3



 When setting the back panel down, be careful to not rip any of the wires off of the internal components

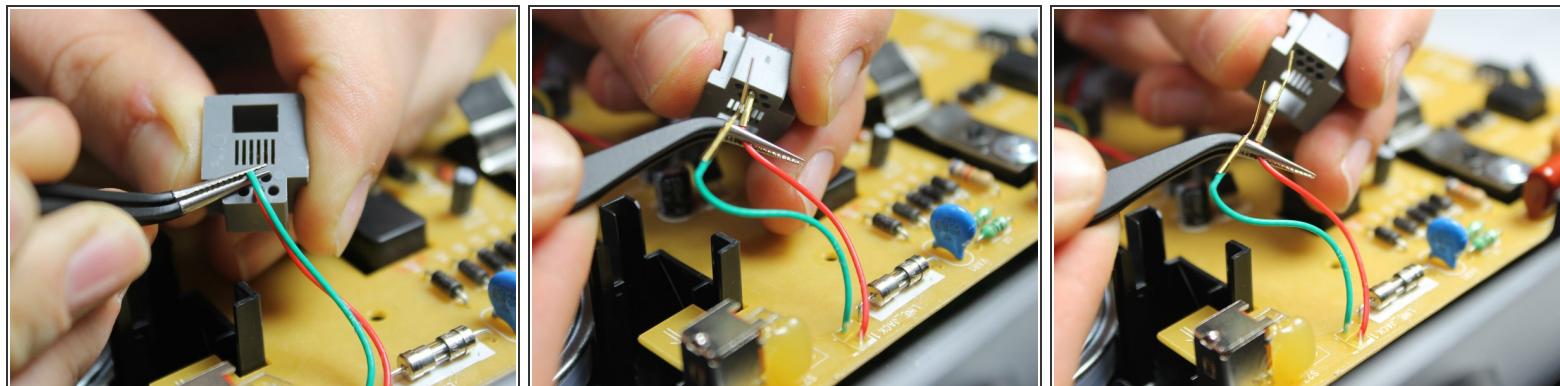
Step 4 — Phone Jack



- Using the precision tweezers, bend the golden tips of the green and red wires upward.
- The wires are pulled out from two wholes out of six whole. Make sure you remember which whole you pulled the wire out from.
- Bend the wires slowly and gently to avoid breaking them.

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Step 5



- After bending the golden wire tips, pull the wires out from the back side of the phone jack.

To reassemble your device, follow these instructions in reverse order.