

AT&T E2116 (M/B) User manual

Important Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water (for example, near a bath tub, kitchen sink or swimming pool).
5. Do not place this product on an unstable surface, such as a table, shelf, or stand. The product may fall, causing serious damage.
6. Slots and openings in the back or bottom of the base unit and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may have anyone walking on it.
9. Never push objects of any kind into this product through slots in the base or handset as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
11. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled onto the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, as improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
 - E. If the product has been dropped and the base and/or handset has been damaged.
 - F. If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Only put the handset of your telephone next to your ear when it is in normal talk mode.

Before You Begin

Enhanced 2.4GHz Technology - Dual band transmission combines the best of 2.4GHz and 900MHz technologies, providing enhanced performance over standard cordless telephones.

Parts Check List

1. Base Unit
2. Handset
3. Base Power Adaptor
4. Telephone Line Cord
5. Battery
6. Belt Clip
7. User's Manual
8. Wall Mount Bracket

To purchase replacement batteries, visit us on the web at www.telephones.att.com or call Advanced American Telephones at 1-800-222-3111.

The Handset Layout

1. Antenna
2. Earpiece
3. LCD
4. Left and Right Arrow Keys
5. Phone/Flash Key
6. Dialing Keys (0-9, *, #)
7. Chan/Delete Key
8. Microphone
9. Headset Jack
10. Select Key
11. Off Key
12. Hold Key
13. Redial/Pause Key
14. Prog Key

The Base Unit Layout

1. Message Light
2. Locate Handset Key
3. Charging/In use Light
4. Telephone Line Jack
5. DC Connector Jack

Setup

Connecting Power to Base Unit

1. Choose a location for the base near an electrical outlet and a telephone jack. This phone requires a modular telephone jack and a standard electrical outlet (110V AC) not controlled by a wall switch.
2. Plug the DC connector to the base. Plug the AC adaptor into an electrical outlet.

Installation and Charge of Battery

1. **Install the battery.** Use only AT&T batteries.
 - a) Remove battery compartment cover by pressing on the indentation and sliding downward.
 - b) Align the two holes in the plug with the socket pins, then snap the plug into place.
 - c) Place the battery in the compartment with the wires in the lower right corner.
 - d) Replace the battery compartment cover.

e) If the battery is not already charged, place the handset in its base and allow to charge for 10 - 12 hours (or over-night). After that, be sure to place the handset in its base when not in use to ensure maximum daily performance.

2. If the phone will not be used for long periods of time, remove the battery to prevent possible leakage.

NOTE: Install the base unit away from electronic equipment, such as personal computers, television sets or microwave ovens. Avoid excessive heat, cold, dust or moisture.

Low Battery Indication: If the battery power becomes low, a low-battery icon will be shown at the lower left corner of handset display. The handset will beep until you place the handset in the charger. When in standby mode, the low-battery display is shown:

Battery Care and Maintenance

- The maximum standby time on a fully charged battery is six days. Average talk time on a fully charged battery is five hours.
- The battery needs charging when:
 - A new battery is installed in the handset.
 - The phone beeps twice every five seconds.
 - The screen displays **BATTERY LOW** and the low battery icon.
- Place the handset in its base so the **CHARGING** light turns on. The battery is typically fully charged in 12 hours.
- You can keep the battery fully charged by returning the handset to its base after each use.
- If you repeatedly get a low battery indicator, even after charging overnight, the battery should be replaced. Use only AT&T batteries.

C A U T I O N !

Charge the battery provided with or identified for use with this product only in accordance with the instructions and limitations specified in the user's manual.

Connecting to Phone Line Before connecting to the phone, make sure to properly charge the battery for at least 10 - 12 hours. Plug one end of the telephone line cord into the jack on the bottom of the base unit. Plug the other end of this cord into the wall jack.

Check for Dial Tone

After the battery is charged, pick up the handset and press **PHONE/FLASH**. You should hear a dial tone.

Set Date and Time

If you subscribe to caller ID service, the date and time will be set automatically with the first incoming call. If you do not have caller ID service, you can set the date and time manually:

- Press **PROG** on the handset.
- Press **or** until **DATE/TIME** is displayed. Press **SELECT**.
- The month is flashing. Press **or** until the screen displays the correct month. Press **SELECT**.
- The day is flashing. Press **or** until the screen displays the correct day. Press **SELECT**.
- The hour is flashing. Press **or** until the screen displays the correct hour. Press **SELECT**.
- The minute is flashing. Press **or** until the screen displays the correct minute. Press **SELECT**.
- **AM** or **PM** is flashing. Press **or** to choose between **AM** or **PM**. Press **SELECT**.

Wall Mounting

The wall mount bracket is designed for use on standard wall mount plates only.

1. Run the power and telephone line cords through the slots in the bracket, connecting them to the jacks located on the underside of the base.
2. Plug the AC adapter into an electrical outlet. If the battery has not been previously charged, place the handset in the base, and allow it to charge for 10-12 hours (or overnight).

3. Connect the telephone line cord to the wall jack.
4. Line up the tabs on the wall mount bracket with the slots on the bottom of the base unit. Snap the bracket firmly in place.
5. Mount the base on the wall. Position the base unit so the mounting studs will fit into the holes on the wall mount bracket. Slide the base unit down on the mounting studs until it locks into place.

Telephone Operation / CID

- While on a call, press to decrease the volume. A double beep will sound when you reach the minimum setting.
- While phone is not in use, press to display caller ID information.
- While entering number or letters, press to delete last character entered.

PHONE () / FLASH

- To make a call, press then dial the number. or dial the number (use < to backspace and correct digits), then press **PHONE/FLASH** ()
- During a call, press to receive an incoming call, if Call Waiting is activated.
- To answer a call, press this or any key except **OFF**.
- If you have call waiting service, you will hear a beep if someone calls while you are on a call. Press **REDIAL/PAUSE** to put the first call on hold and take the new call. Press again to switch back and forth between the calls.

HOLD

- Press to put a call on hold. Press again or press **PHONE** to release hold.
- **-OR-**
- Use the extension to pick up the call.

CHAN/ DELETE

- Press to switch to a clear channel while on a call.
- When viewing the call log, press to delete the current record displayed.
- While handset is in idle mode, press and hold to delete all records in the call log.

SELECT

- Use **SELECT** in conjunction with **PROG** during handset programming.
- While on a call, press to transfer the call to the other handset.
- While on a call, press to increase the volume. A double beep will sound when you reach the maximum setting.
- While phone is not in use, press to display phonebook entries.
- While entering letters, press to advance cursor.

OFF

- Press to end a call, or place handset in base or charger.
- While under programming, press to exit.
- While under paging, press to cancel.

REDIAL/PAUSE

- To call last number dialed, press **REDIAL/PAUSE**, then press **PHONE/FLASH** . or

- Press **PHONE/FLASH** , then press **REDIAL/PAUSE**.
- To delete the last number dialed record, press twice while handset is idle.
- While entering numbers, press **REDIAL/ PAUSE** to insert a dialing pause.

PROG

- Press to enter programming mode with handset idle (on hook).

Base Operation

Message Waiting Indicator

- If you subscribe to telephone company voice mail with a visual message waiting signal, this light flashes, and **MESSAGES WAITING** displays on the handset screen when you have voice mail waiting.

In Use/Charging Indicator

- Flashes slowly when the handset is in use.
- Flashes rapidly when a call is on hold.
- Glows steadily when the handset is charging in its base.

Page/Handset Locator

- Press to page the handsets. Press again, press **(off)** on handset, or place handset in the base to cancel the page.

Handset Ringer Style/Battery Save

You can select from four different handset ringer styles, or turn the ringer off and extend the battery life.

1. Make sure the handset is off.
2. Press **PROG**.
3. Press until the screen displays **RINGER:** and the current selection.
4. Press **SELECT**. The current setting blinks, and you will hear a sample of the ring.
5. Press or to select **RINGER: 1, 2, 3, 4** or (off). You will hear a sample of each ring.
6. Press **SELECT** to choose the displayed ringer setting.

Set the Dial Mode

If you have touch tone service, the phone is ready to use as soon as the battery is charged. If you have pulse (rotary) service, you'll need to change the dial mode.

- Press **PROG** on the handset.
- Press or until the screen displays **DIAL MODE:** and the current selection.
- Press **SELECT**. The current setting blinks.
- Press to select **TONE** or **PULSE**.
- Press **SELECT** to save the displayed mode.

Temporary Tone Dialing

If you have pulse (rotary) service only, you can change from pulse to touch tone dialing during a call by pressing * (TONE). This is useful if you need to send touch tone signals for access to telephone banking or long distance services.

1. Dial the number.
2. Press * (TONE). Buttons pressed after this send touch tone signals.

3. After you hang up, the phone automatically returns to pulse service.

Message Waiting

Your **E2116 (M/B)** is designed to work with most local and regional telephone service provider's voice messaging systems, providing alerts on both the handset and base unit when new messages come in.

Voice messaging is subscription service, available through most service providers, for a monthly fee. Contact your local telephone company for more information.

When a caller leaves a message in your voice mailbox, the **MESSAGE** light on the base unit will flash. In addition, the handset will display:

Clear Message Waiting Alert

If you wish to manually turn off the message waiting light:

1. Press **PROG**.
2. Press **or** until screen displays **MESSAGES WAITING**.
3. Press **SELECT**, the screen displays:
 4. Press **or** to change from **YES** or **NO**.
 5. Press **SELECT** to choose the desired setting. You'll hear a confirmation tone.

Display Screen Messages

**** RINGING ****

CONNECTING...

PHONE ON

SCANNING...

**** PAGING ****

HOLD

BATTERY LOW

NO CONNECT

There is a call coming in.

The handset is waiting for a dial tone.

The handset is in use.

The handset is changing to another of the 30 channels available.

The base is paging the handset.

There is a call on hold.

The battery needs to be recharged.

Displays and a sad tone sounds when the base power is off and **(phone) / FLASH** is pressed.

MESSAGES WAITING

RINGER OFF

You have been alerted by the telephone company that you have received new voice mail.

The ringer is turned off.

Speed Dial Memory

You can store up to nine telephone numbers with names (up to 15 characters and 24 digits in each location) into the speed dial memory locations you assign (1 through 9). You can also store telephone numbers with names alphabetically in the directory. See **Telephone Directory** for instructions.

NOTES:

- The entries you store in speed dial memory will be marked with 01 through 09 in the telephone directory.
- Press (off) at any time to exit memory mode.

Store a Number/Name in Speed Dial Memory

1. Press **PROG** on the handset.
2. Press or until the screen displays **SPEED DIAL**.
3. Press **SELECT**. The screen displays **ENTER 1-9**.

NOTE: When memory is full the screen displays **MEMORY FULL**, an error tone sounds, and you cannot store a new number until you delete a record in speed dial memory or telephone directory.

4. Press the key (1 through 9) for the memory location where you're storing this entry.

The screen displays **ENTER NAME**.

NOTE: If the location is not empty, your new entry will be stored in place of the old and the first entry will be deleted. Take caution to not save over entries you do not wish to delete from memory.

5. Using the chart below, enter up to 15 characters for the name you're storing with the number. Use to backspace and make corrections; use to advance and add a space.

Telephone Memory

6. When you finish entering the name, press **SELECT** or **PROG**. The screen displays **ENTER NUMBER**.

7. Enter the telephone number. Use to backspace and make corrections. Press **REDIAL/PAUSE** to store a pause in the dialing sequence.

-OR-

Press **REDIAL/PAUSE** to display the last number dialed from this phone.

8. Press **SELECT** or **PROG** to store your entry. The screen displays **DISTINCT RING?** and the current setting.

9. Press or to change the setting. Choose **Y** (for yes) if you wish the phone to alert you to calls from this number by changing to a distinctive ringing pattern after the first ring. Choose **N** for a normal ringing pattern.

10. Press **SELECT** or **PROG** to confirm your selection. If you chose **Y**, a will be displayed with the memory entry.

Edit a Number/Name Stored in Memory

1. Press and hold the memory location key (1 through 9) of the entry you wish to edit.
2. When the screen displays the entry you want to edit, press **SELECT**. Then press or until **EDIT** flashes.

3. Press **SELECT**. The screen displays the name and number. The cursor appears at the end of the name. Use , and the dial pad keys to edit the name. Press

SELECT to move on to edit the number. Use to backspace and make corrections. Press **SELECT** to move to edit the distinctive ring setting.

4. Press **SELECT** to save the edited information.

Delete a Number/Name Stored in Memory

1. Press and hold the memory location key (1 through 9) of the entry you wish to delete.
2. When the screen displays the entry you want to delete, press **SELECT**. Then press or until **ERASE** flashes.
3. Press **SELECT**. The screen displays **ERASE NO YES** and the number.
4. Press or until **YES** flashes.
5. Press **SELECT**. You'll hear a confirmation beep.

Dial a Memory Number

1. Press and hold the memory location key (1 through 9) of the entry you wish to dial.
2. Press **(phone) / FLASH** to dial the displayed memory number.

Reassign Locations in Memory

1. Press and hold the memory location key (1 through 9) of the entry you wish to reassign.
2. When the screen displays the entry you want to reassign, press **SELECT**. Then press until **SPEED** flashes.
3. Press **SELECT**. The screen displays **ENTER 1-9**.
4. Press the keys (1 through 9) to re-assign this entry into another memory location. You will hear a confirmation beep.

Your **E2116 (M/B)** can store 20 (including nine speed dial entries) telephone numbers with names (up to 15 characters for the name and 24 digits for the number in each location).

NOTE: Press **(off)** at any time to exit directory.

Store a Number/Name in the Directory

1. Press **PROG**. The screen displays **DIRECTORY**.
2. Press **SELECT**. The screen displays **ENTER NAME**.
3. Using the chart below, enter up to 15 characters for the name you're storing with the number. Use to backspace and make corrections; use to advance and add a space.

ENTER NUMBER.

5. Enter the telephone number. Use to backspace and make corrections. Press **REDIAL/PAUSE** to store a pause in the dialing sequence.
- OR-
Press **REDIAL/PAUSE** to display the last number dialed from this phone.
6. Press **SELECT** or **PROG**. The screen displays **DISTINCT RING?** and the current setting.
7. Press or to change the setting. Choose **Y** (for yes) if you wish the phone to alert you to calls from this number by changing to a distinctive ringing pattern after the first ring. Choose **N** for a normal ringing pattern.
8. Press **SELECT** or **PROG** to confirm your selection. If you chose **Y**, a will be displayed with the directory entry.

NOTE: When memory is full the screen displays **MEMORY FULL**, an error tone sounds, and you will not be able to store a new number until you delete a stored number.

Edit a Number/Name Stored in the Directory

1. Press **.** The screen displays **DIRECTORY**.
2. Press **←** or **→** to scroll alphabetically through the entries stored in the directory.
- OR-
Press the dial pad key for the first letter of the entry you want to edit.
3. When the screen displays the entry you want to edit, press **SELECT**. Then press **←** or **→** until **EDIT** flashes.
4. Press **SELECT**. The screen displays the name and number. The cursor appears at the end of the name. Use **←**, **→**, and the dial pad keys to edit the name. Press **SELECT** to move on to edit the number. Use ***** to backspace and make corrections. Press **SELECT** to move on to edit the distinctive ring setting.
5. Press **SELECT** to save the edited information.

Delete a Number/Name Stored in the Directory

1. Press **.** The screen displays **DIRECTORY**.
2. Press **←** or **→** to scroll alphabetically through entries in the directory.
- OR-
Press the dial pad key for the first letter of the entry you want to delete.
3. When the screen displays the entry you want to delete, press **SELECT**. Then press **←** or **→** until **ERASE** flashes.
4. Press **SELECT**. The screen displays **ERASE NO YES** and the number. The current choice flashes.
5. Press **←** or **→** until **YES** flashes.
6. Press **SELECT**. You'll hear a confirmation beep.

Dial a Number from the Directory

1. Press **.** The screen displays **DIRECTORY**.
2. Press **←** or **→** to scroll alphabetically through entries stored in directory.
- OR-
Press the dial pad key for the first letter of the entry you want to dial.
3. When the number you want to dial is displayed, press **(phone)/FLASH**.

Move a Number/Name to the Memory

1. Press **.** The screen displays **DIRECTORY**.
2. Press **←** or **→** to scroll alphabetically through directory.
- OR —
Press the dial pad key for the first letter of the entry you want to move.
3. When the screen displays the entry you want to move, press **SELECT**. Then press until **SPEED** flashes.
4. Press **SELECT**. The screen displays **ENTER 1-9**.
4. Press the key (1 through 9) to move this entry from the normal directory to the speed dial memory and assign the memory location. You'll hear a confirmation beep. A memory location number (01 through 09) will be displayed with this entry.

Caller ID Operation

Date of call

About Call History (Caller ID)

Your **E2116 (M/B)** can store up to 45 calls in its caller ID (CID) memory. The most recent call will have the highest number. When the memory is full, the oldest call will be deleted to make room for new incoming call information. For each call that comes in, the screen displays the following information between the first and second rings:

- Your caller's name (up to 15 letters are sent by your telephone company).
- The caller's area code and telephone number.
- The time and date of the call.

- The repeat tag (*) in the upper right corner, indicating the party has called more than once.

If you answer a call before the information appears on the screen, it will not be in the call history.

Review Call History

1. Press **(CID)** to view call history.
2. Use **↑** and **↓** to scroll through records in call history.

NOTE: Press **OFF** at any time to exit call history.

Delete Records from Call History

Delete a Specific Call:

1. Locate the record you want to delete from call history.
2. Press **DELETE** to delete. You'll hear a confirmation beep.

Delete All Calls:

1. With the handset in idle (off) mode, press and hold **DELETE** to delete. The screen displays **ERASE ALL NO YES**. The current choice flashes.
2. Press **↓** until **YES** flashes.
3. Press **SELECT**. You'll hear a confirmation beep.

Dial a Displayed Number

1. Locate the record in call history that you want to dial.
2. If you wish to change how the number is dialed, press **#**. The screen displays alternate dialing sequences available for this call (area code + number; 1 + area code + number; number only; 1+ number).
3. Press **SELECT**. Press **↓** until **DIAL** flashes.

4. Press **SELECT** again. The number is automatically dialed.

— **OR** —

When the number is correctly displayed for dialing, press **(phone)/FLASH**.

Store a Call History Record in the Directory

1. Locate the record in the call history you want to store in the directory.
2. If you wish to change how the number is stored, press **#**. The screen displays alternate dialing sequences available for this call (area code + number; 1 + area code + number; number only; 1+ number).
3. Press **SELECT**, then press **↓** until **PROGRAM** flashes.
4. Press **SELECT** three times. The screen displays:
5. Press **↓** or **↑** to select **Y** or **N** for distinctive ringer.
6. Press **SELECT**. You'll hear a confirmation beep. If you choose **Y** in step 5 a will be displayed with the directory entry.

Display Screen Messages

PRIVATE The other party is blocking name and/or number information.

UNKNOWN Your phone company is unable to receive information about this caller's name and/or number.

* (after the name) This caller has called you more than once.

Headset Operation

Your **E2116 (M/B)** handset is equipped with a 2.5mm headset jack for use with an optional accessory headset for handsfree operation. If you choose to use the headset option, you must obtain an optional accessory headset, which is compatible with the **E2116 (M/B)**.

To purchase a headset, visit us on the web at www.telephones.att.com or call Advanced American Telephones at 1-800-222-3111.

Once you have a compatible 2.5mm headset, locate the headset jack on the **E2116 (M/B)** handset. Connect the plug on the headset cord to the jack (under a small rubber flap) on the cordless handset. The plug should fit securely. Do not force the connection.

NOTE:

Whenever a compatible headset is connected to the cordless handset, the microphone on the handset will be muted. This is done to limit the effect of background noise.

In Case of Difficulty

If you have difficulty operating your phone, the suggestions below should solve the problem. If you still have difficulty after trying these suggestions, visit us on the web at www.telephones.att.com or call Advanced American Telephones at 1-800-222-3111.

The phone doesn't work at all

- Make sure the power cord is plugged in.
- Make sure the telephone line cord is plugged firmly into the base unit and the telephone wall jack.
- Make sure the batteries are properly charged. If you get a **BATTERY LOW** message or indication, the battery needs charging.

No dial tone

- First try all the suggestions above.
- If you still don't hear a dial tone, disconnect the base unit from the telephone jack and connect a different phone. If there is no dial tone on that phone either, the problem is in your wiring or local service. Contact your local telephone company.

You get noise, static, or a weak signal even when you're near the base unit

- Household appliances plugged into the same circuit as the base unit can sometimes cause interference. Try moving the appliance or the base unit to another outlet.

You get noise, static, or a weak signal when you're away from the base unit

- You may be out of range. Either move closer to the base, or relocate the base unit.
- The layout of your home may be limiting the range. Try moving the base unit to another position.

The handset does not ring when you receive a call

- Make sure you have the ringer activated. Refer to the section on **Handset Ringer Style/Battery Save** in this user's manual.
- Make sure the telephone line cord is plugged firmly into the base unit and the telephone jack. Make sure the power cord is plugged in.
- You may be too far from the base unit.
- You may have too many extension phones on your telephone line to allow all of them to ring. Try unplugging some of the other phones.

You hear other calls while using your phone

- Disconnect your base unit from the telephone jack, and plug in a regular telephone.
If you still hear other calls, the problem is probably in your wiring or local service.
Call your local telephone company.

You hear noise in the Handset, and none of the keys or buttons work

- Make sure the power cord is plugged in.

Common cure for electronic equipment

If the unit does not seem to be responding normally, then try putting the handset in the base. If it does not seem to respond, do the following (in the order listed):

1. Disconnect the power to the base.
2. Disconnect the handset battery, and spare battery, if applicable.
3. Wait a few minutes.
4. Connect power to the base.
5. Reinstall the battery(ies).
6. Wait for the handset to re-establish its link with the base. To be safe, allow up to one minute for this to take place.

Technical Specifications

FREQUENCY CONTROL

Crystal controlled
PLL synthesizer

TRANSMIT FREQUENCY

Base: 921.61 - 927.40 MHz
Handset: 2401 - 2406.80 MHz

RECEIVE FREQUENCY

Base: 2401 - 2406.80 MHz
Handset: 921.61 - 927.40 MHz

CHANNELS

30 Channels

NOMINAL EFFECTIVE RANGE

Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.

SIZE

Handset: 193mm x 58mm x 36.7mm
Base: 182mm x 113mm x 88.3mm

WEIGHT

Handset: 159gram (without battery pack)

Base: 205 gram(without adaptor and wallmount)

POWER REQUIREMENTS

Handset: 3.6 V 600 m A h N i - M H B a t t e r y

Base: 9V DC @ 300mA

MEMORY

Speed Dial: 9 Memory locations; up to 24 digits, 15 characters per location

Directory: 20 Memory locations; up to 24 digits, 15 characters per location

CID: 45 Memory locations

Belt Clip

The **E2116 (M/B)** is also equipped with a detachable belt clip. Align the pins on the inside edge of the clip with the notches on the sides of the handset. The belt clip should snap securely into place. Do not force the connection.