Westek TWRJ11W2-10

Westek TWRJ11W2-10 Duplex Phone Jack Wall Plate User Manual

Model: TWRJ11W2-10

1. Product Overview

The Westek TWRJ11W2-10 is a flush-mount, 1-gang duplex phone jack wall plate designed for connecting two RJ11 4-conductor phone lines through a wall. Its white thermoplastic finish provides a clean and neutral appearance, blending seamlessly with most interior decors. This product is typically packaged in a 10-pack carton, making it suitable for contractor use or larger installations.
Key features include:

- Dual RJ11 4-conductor connections for two phone lines.
- Durable thermoplastic construction.
- Includes mounting screws for easy installation.
- Standard 1-gang size for compatibility with existing electrical boxes.



Figure 1: Front view of the Westek TWRJ11W2-10 Duplex Phone Jack Wall Plate. This image shows the white rectangular wall plate with two RJ11 phone jacks vertically aligned in the center, and two visible screw holes, one above the top jack and one below the bottom jack.

2. Safety Information

Please read and understand all instructions before beginning installation. Failure to follow these instructions may result in electric shock, fire, or property damage.

- Always disconnect power to the circuit at the main service panel before installation or servicing.
- This product is intended for indoor use only.
- Do not install in wet or damp locations.

- Ensure all connections are secure and properly insulated.
- If you are unsure about any part of the installation, consult a qualified electrician or telecommunications technician.

3. Package Contents

- Westek TWRJ11W2-10 Duplex Phone Jack Wall Plate (quantity as purchased, typically 10 per carton)
- Mounting Screws (2 per wall plate)

4. Specifications

Attribute	Value
Model Number	TWRJ11W2-10
Brand	Westek
Type	Duplex Phone Jack Wall Plate
Connections	2 x RJ11 4-Conductor
Material	Thermoplastic
Color	White
Dimensions (H x W)	4.53 in. x 2.75 in.
Installation Type	Screw-In, Flush Mount
Item Weight	5.7 ounces (per unit, approximate)



Figure 2: Dimensions of the Westek TWRJ11W2-10 Duplex Phone Jack Wall Plate. The image shows the wall plate with measurements indicating a height of 4.53 inches and a width of 2.75 inches.

5. Setup and Installation

This wall plate is designed for easy installation into standard 1-gang electrical boxes.

Tools Required:

- Screwdriver (Phillips head recommended)
- Wire Strippers/Crimpers (if new phone lines are being terminated)

Installation Steps:

1. **Safety First:** Turn off power to the relevant circuit at the main electrical panel before beginning any work. Verify power is off using a voltage tester.
2. **Prepare Wiring:** If you are replacing an existing wall plate, carefully disconnect the old wiring. If installing new wiring, ensure the phone lines (typically 4-conductor RJ11) are properly run to the electrical box.
3. **Connect Phone Lines:** The RJ11 jacks on the wall plate are pre-wired. Connect your incoming phone lines to the corresponding terminals or wires inside the electrical box, following standard telephone wiring color codes (e.g., green/red for line 1, yellow/black for line 2). Ensure connections are secure.
4. **Mount Wall Plate:** Carefully push the connected wires back into the electrical box. Align the wall plate with the electrical box and secure it using the provided mounting screws. Do not overtighten.
5. **Restore Power:** Once the wall plate is securely installed, restore power at the main electrical panel.
6. **Test Connection:** Plug a telephone or other RJ11 compatible device into the newly installed jack(s) to verify proper functionality.

6. Operating Instructions

The Westek TWRJ11W2-10 Duplex Phone Jack Wall Plate functions as a passive connection point for telephone lines. Once installed, simply plug your RJ11-compatible telephone, modem, or other communication device into one or both of the available jacks. No further operation is required from the wall plate itself.

7. Maintenance

The Westek TWRJ11W2-10 wall plate requires minimal maintenance.

- **Cleaning:** To clean the surface of the wall plate, gently wipe it with a soft, damp cloth. Do not use abrasive cleaners, solvents, or harsh chemicals, as these may damage the finish.
- **Inspection:** Periodically inspect the wall plate for any signs of damage, such as cracks, discoloration, or loose connections. If any damage is observed, disconnect power and replace the wall plate if necessary.

8. Troubleshooting

If you experience issues with your phone connection after installing the wall plate, consider the following troubleshooting steps:

- **No Dial Tone/Connection:**
  - Ensure power is restored to the circuit.
  - Verify that the phone line is active and working from the service provider's side.
  - Check all wiring connections inside the electrical box. Ensure wires are securely connected to the correct terminals and there are no loose strands or short circuits.
  - Test the phone or device in another known working phone jack to rule out a device issue.
- **Loose Wall Plate:**
  - Ensure the mounting screws are tightened sufficiently. Do not overtighten, as this can crack the plate.
- If problems persist after following these steps, it is recommended to contact a qualified telecommunications

technician or your phone service provider.

9. Warranty Information

Westek products are manufactured to high-quality standards. For specific warranty terms and conditions, please refer to the warranty documentation included with your purchase or visit the official Westek website. Typically, products are covered against defects in materials and workmanship for a limited period from the date of purchase.

10. Support

For technical assistance, product inquiries, or to report an issue, please contact Westek customer support. You can typically find contact information on the product packaging or on the official Westek website.
Westek Official Website: Visit Westek Store on Amazon

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