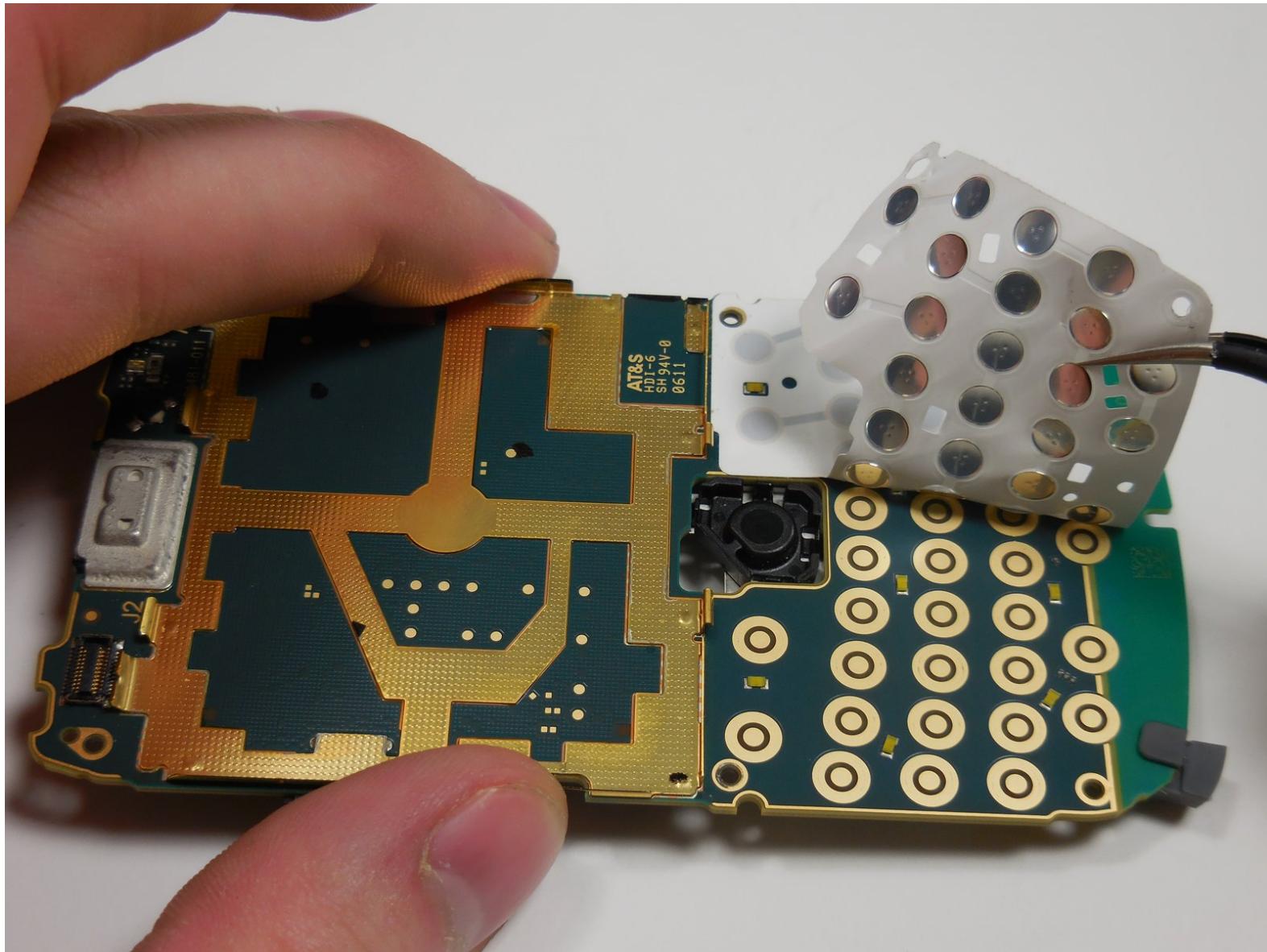




# BlackBerry Bold 9700 Keyboard Membrane Replacement

This guide will walk you through a step by step process on how to replace the keyboard membrane of your BlackBerry Bold.

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## INTRODUCTION

If you do not see any broken or missing keys on your BlackBerry Bold but when you press a button there is no response, the keyboard membrane may need replacing. Replacing this membrane on any device can be difficult, but by following the steps in this guide you will have a new keyboard membrane installed in no time.

### TOOLS:

- [T5 Torx Screwdriver](#) (1)
- [iFixit Opening Tools](#) (1)
- [Tweezers](#) (1)
- [Hair Dryer](#) (1)

## Step 1 — Motherboard Housing



- Remove the battery by prying the bottom of the battery upward.
- Once the battery is angled up, pull it away from the top of the device.

**⚠** Be sure to remove all power sources before working on electronic devices to avoid harming yourself or the device.

## Step 2



- Slide the SIM card from underneath the holding bracket upward toward the battery connector pins.

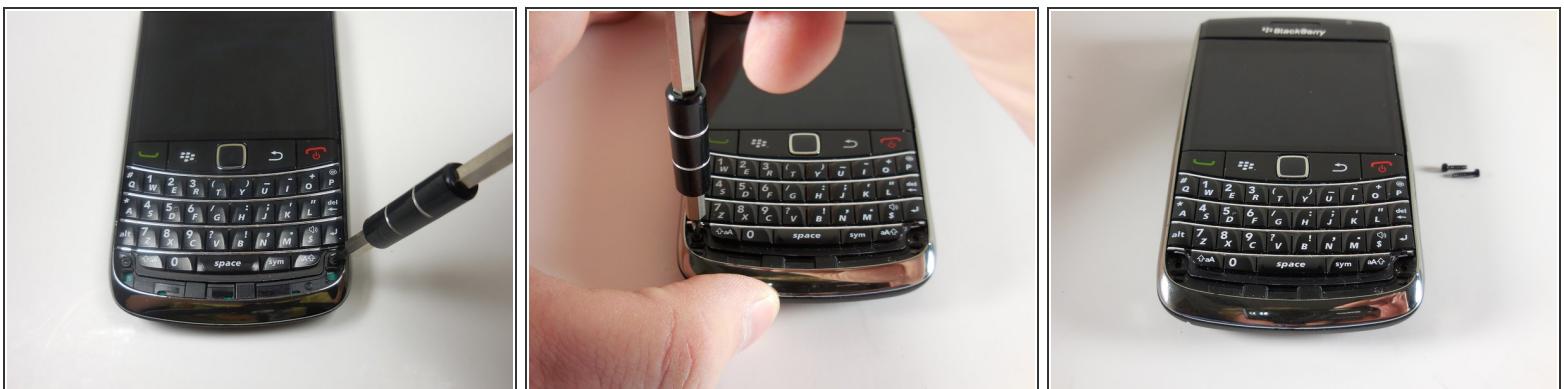
**⚠** You must remove the SIM card before you can fully disassemble the device. Failure to do so may cause damage to components later on in this process.

## Step 3



- Pry off the AT&T logo panel with the plastic opening tool.
- You will hear a snapping sound as the plastic tabs pop out.

## Step 4



- Use your T5 Torx screwdriver to remove the two black 5.57mm Torx head screws underneath the keyboard.

## Step 5



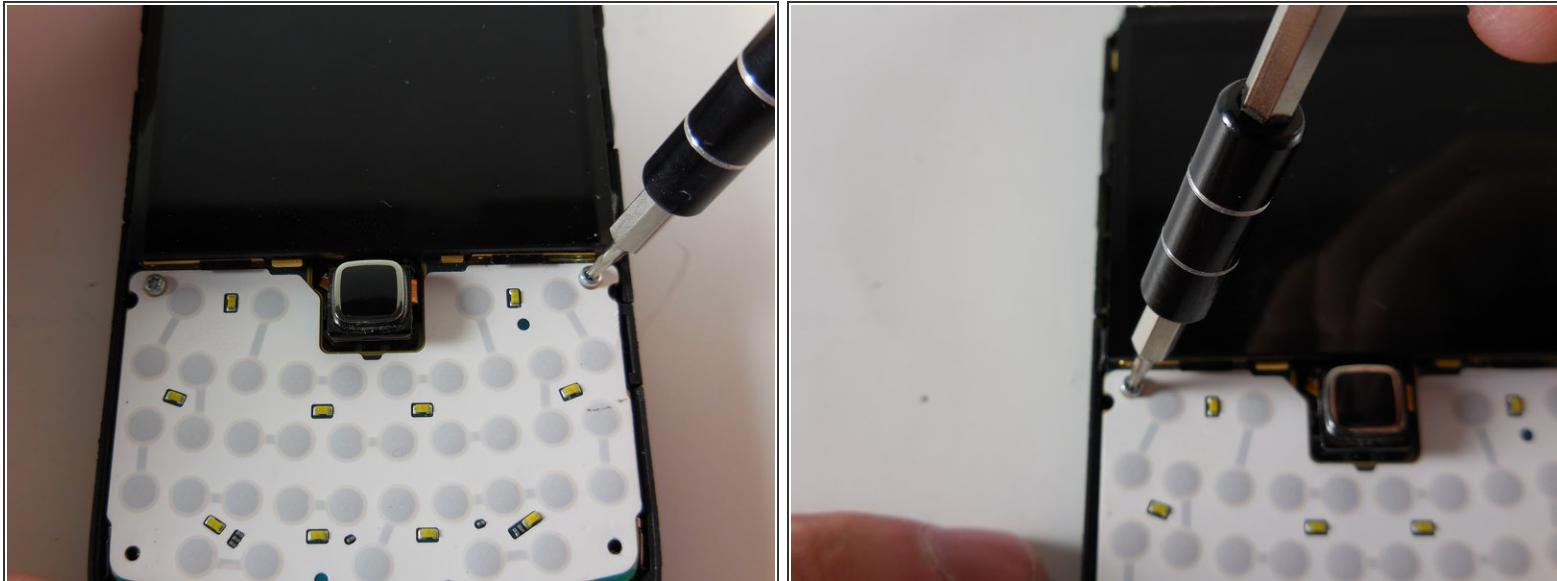
- Use the plastic opening tool to remove the frame of your device.
- You will hear a snapping sound as the tabs pop out.
- Once the case is loosened from the device, slide the case away from the top of the phone.

## Step 6



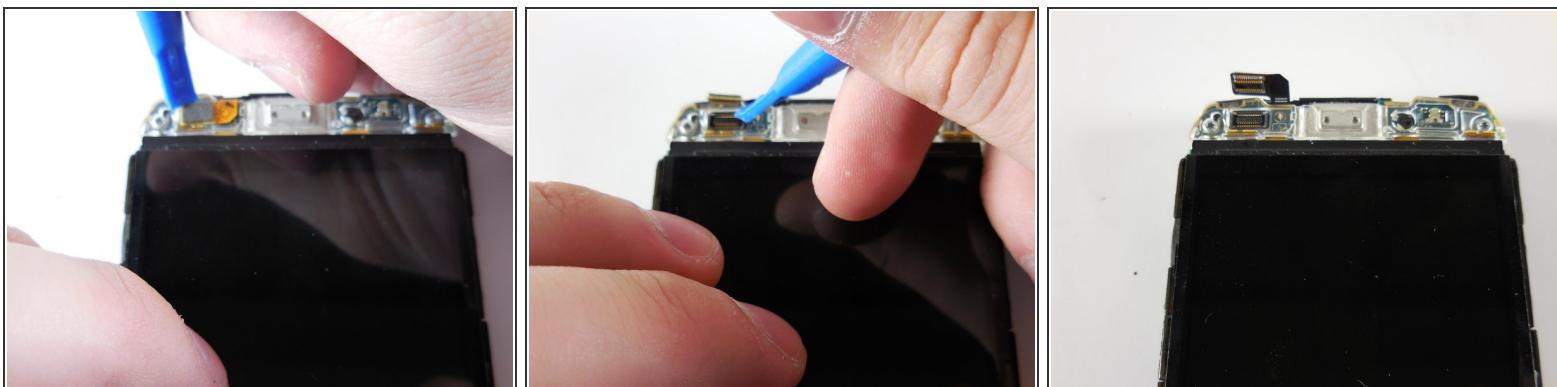
- Gently lift the bottom of the keyboard upward.
- Pull the keyboard away from the bottom of the LCD display and lift upward.

## Step 7



- Remove the two Torx head 4.13mm steel screws with your T5 Torx screwdriver.

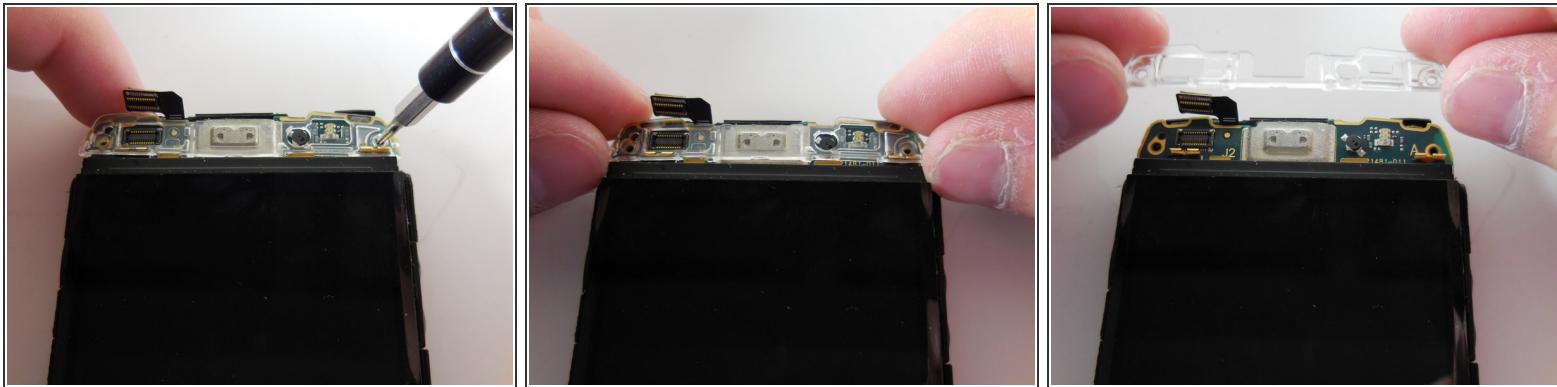
## Step 8



- Gently pry up the ribbon connector at the top of the phone with a plastic opening tool.

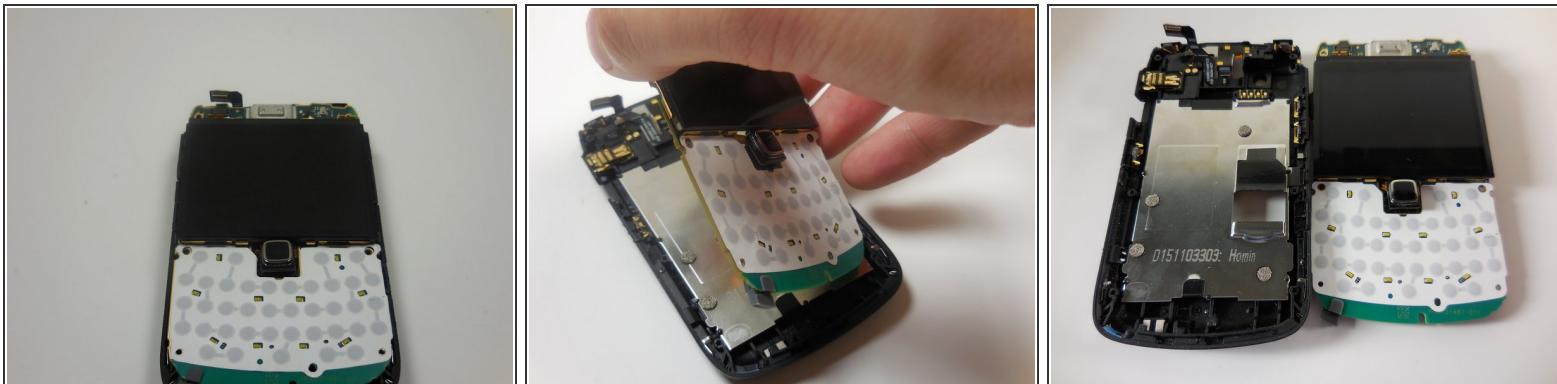
**⚠** Ribbon connectors are fragile. Too much force in the wrong place will damage the ribbon and may force you to replace an entire assembly.

## Step 9



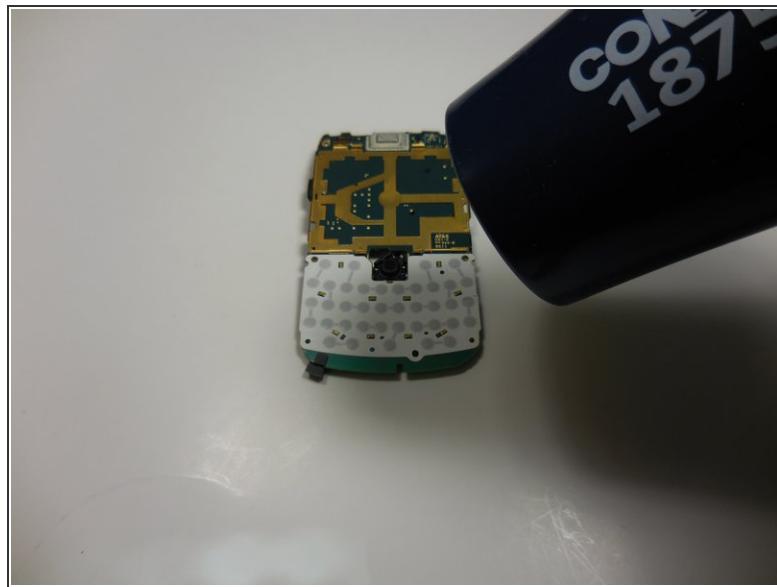
- Remove the top two Torx head 4.13mm steel screws with your T5 Torx screwdriver.
- ☒ You should now have two 5.57mm black torx head screws and four 4.13mm steel Torx head screws off to the side. Do not lose them.
- Lift the clear plastic cover directly upward.

## Step 10



- Grip the motherboard by the screen
- Lift the board away from the base of the housing and vertically up.

## Step 11 — Keyboard Membrane

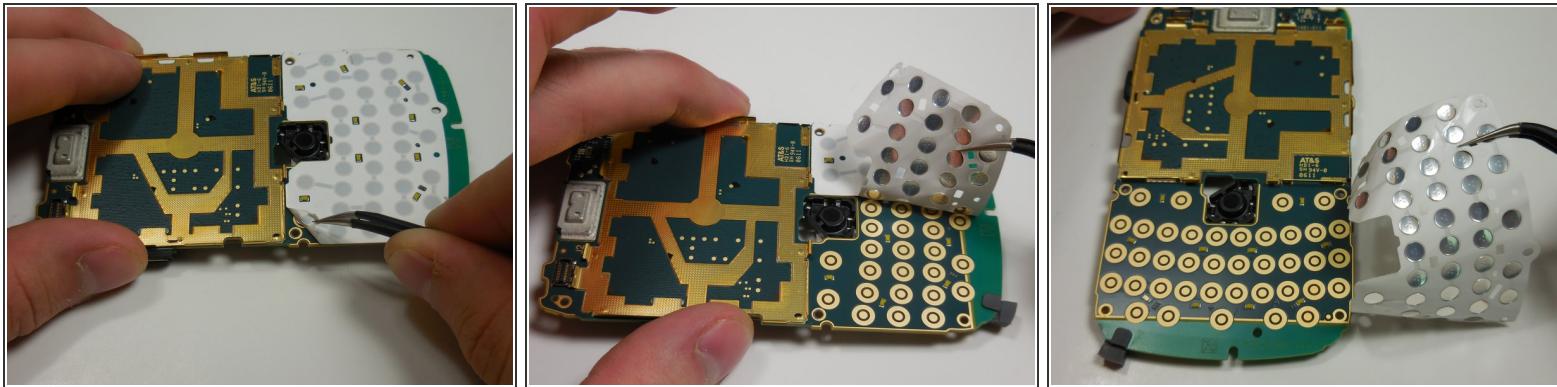


- Use a conventional hair dryer to heat up the keyboard membrane.
- On medium or low heat evenly heat up the membrane in the range of 5 to 10 minutes

**⚠** Do not over heat the keyboard membrane. It should become soft to the touch when ready.

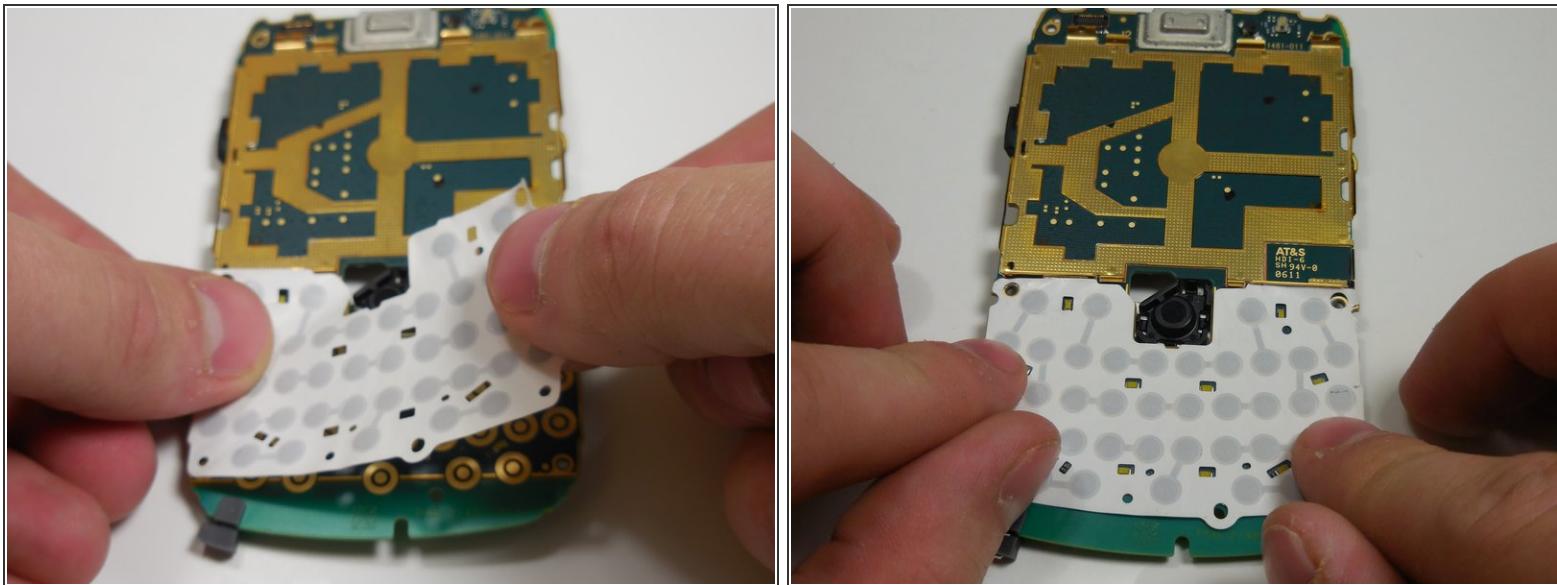
**ⓘ** Removing the trackpad and LCD display prior to this repair is optional. Follow [this guide](#) to remove the trackpad, and [this guide](#) to remove the LCD display.

## Step 12



- Use a pair of tweezers to gently peel away the keyboard membrane.
- Start from one of the top corners and regrip membrane in the center to completely remove the membrane.

## Step 13



- Align the new keyboard membrane with gold conduits and press down onto circuit board.

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