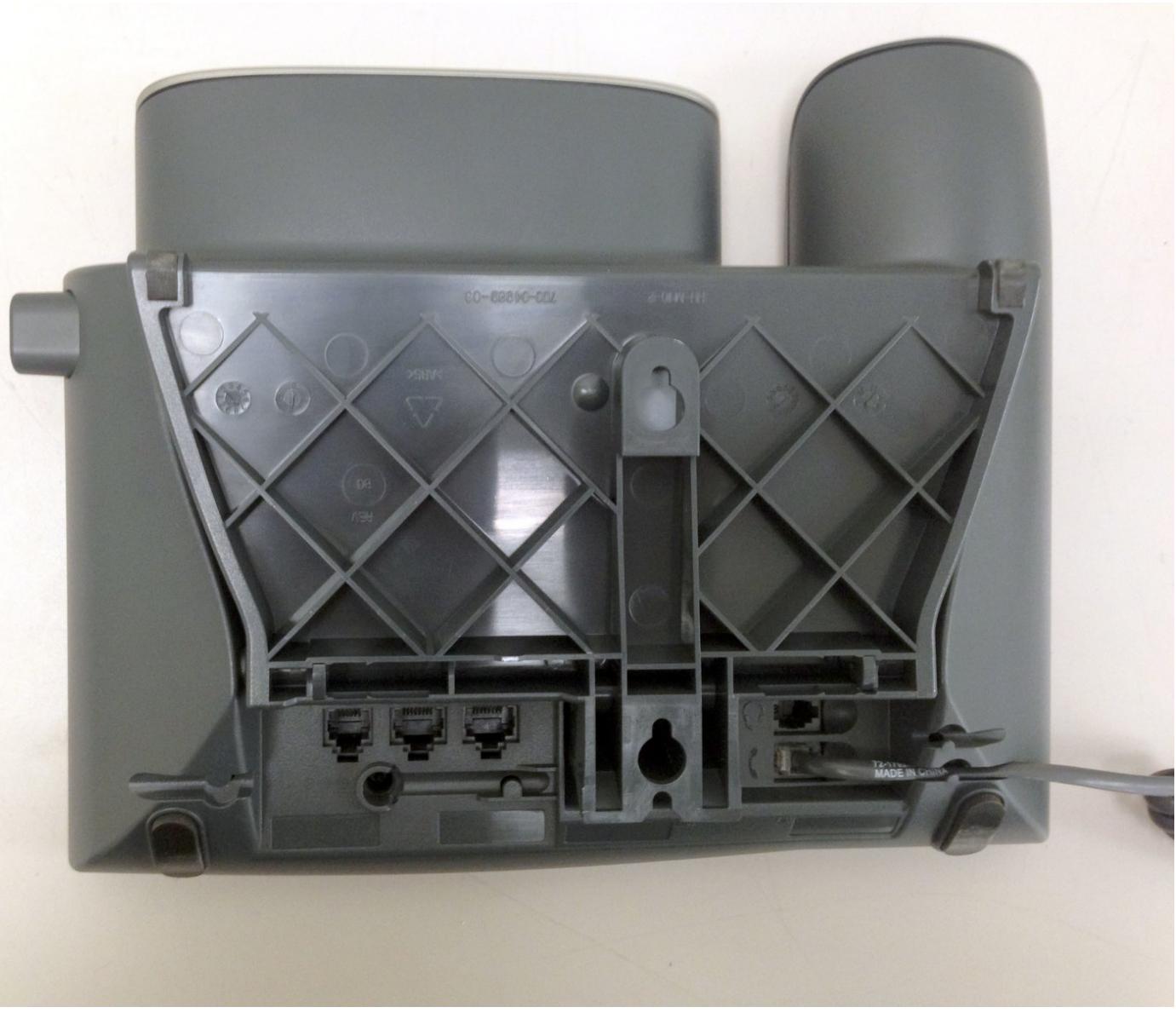




# Cisco 7945G IP Phone | Disassembly | Keys, handset hook, etc. Replacement

Cisco 7945G IP Phone | Disassembly | cleaning sticky buttons, etc.

Written By: Headset Adapter Co



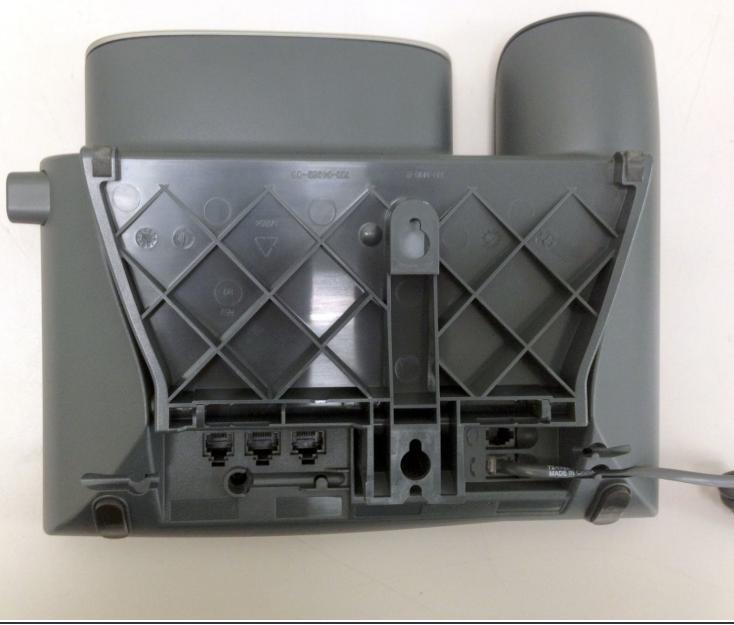
## INTRODUCTION

With our stock of Cisco IP Phones, quite often we have complains, that buttons are sticking or not pressing, handset hook does not work, etc. In most cases we just replace a phone. However with 5-10 minutes of your time, these phones may be cleaned up, and get back to the stock (or use for your own pleasure).

### TOOLS:

- [Mako Driver Kit - 64 Precision Bits \(1\)](#)
- [Spudger \(1\)](#)

## Step 1 — Disconnect handset and stand



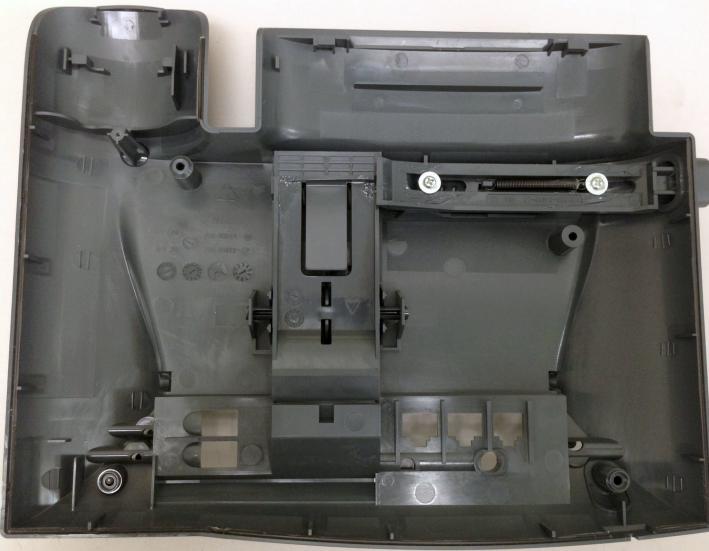
- Flip the phone over. Disconnect all wires. Detach a stand. To do it, you need to squeeze two latches that hold the stand. You may need to use a screwdriver or something else to push them

## Step 2 — Remove screws that hold back.



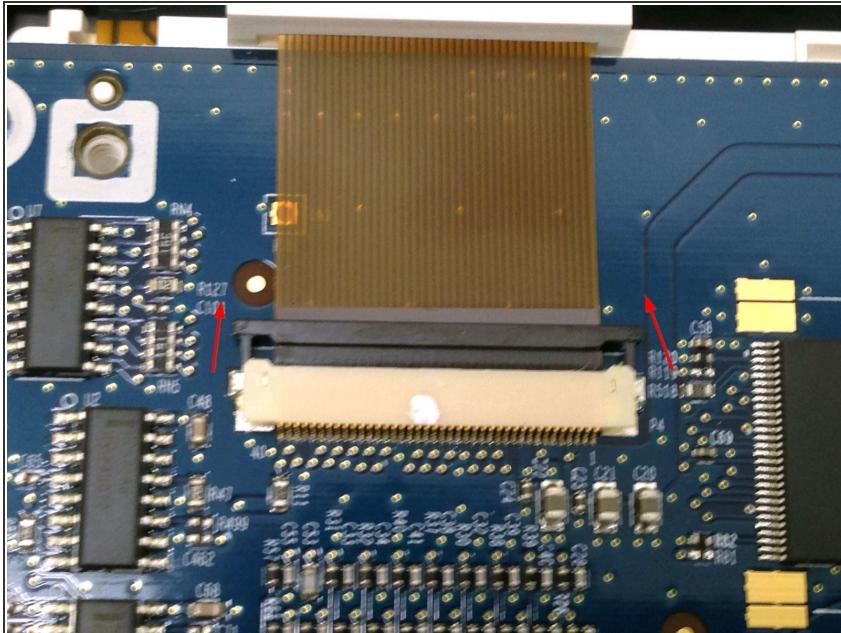
- Remove two visible screws on the upper part of the phone.
- Two screws on the bottom are covered with a rubber feet.
- Fifth screw is hidden under the handset hook. Use star screwdriver to remove it.

## Step 3 — Remove back cover



- Removing back part may be tricky...  
Bottom part may come off easily  
\*after screws removed, however top part has hooks.
- You may need to try to "shift" back part down, or try to pray it so front part goes up.

## Step 4 — Disconnecting a screen



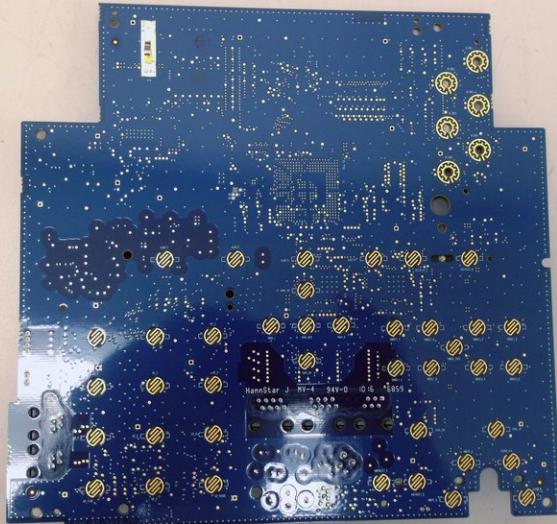
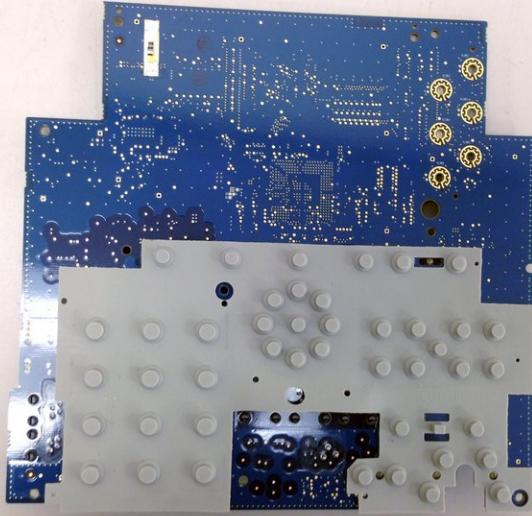
- To remove flat cable, carefully push a gray lock, and then remove the ribbon cable.

## Step 5 — Remove main board



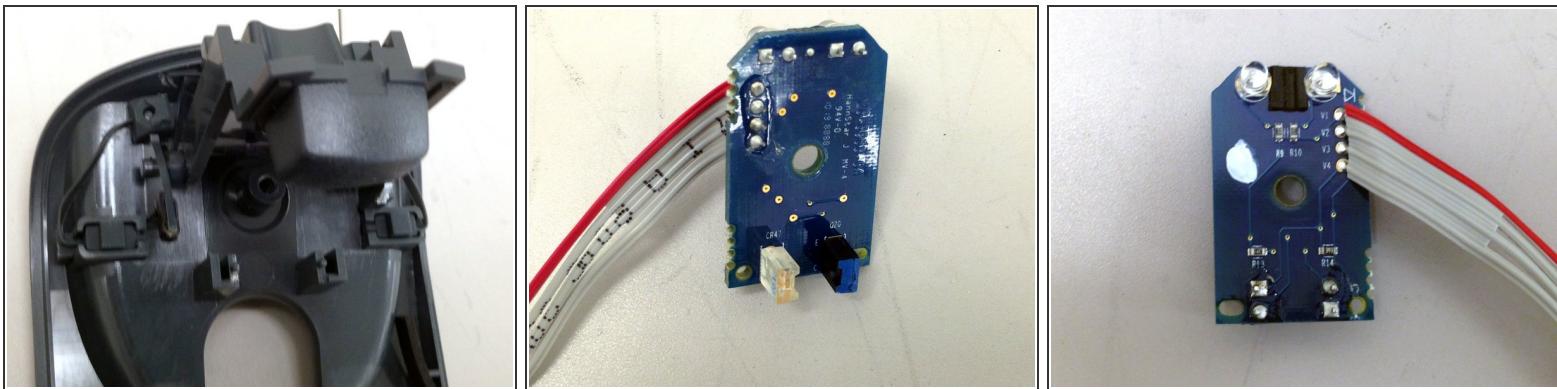
- Disconnect all visible wires (microphone, speakerphone, and handset hook controls)
- Remove all visible screws. Two screws on the top are smaller, so, you may use smaller fillips bit.

## Step 6 — Clean rubber keypad elements



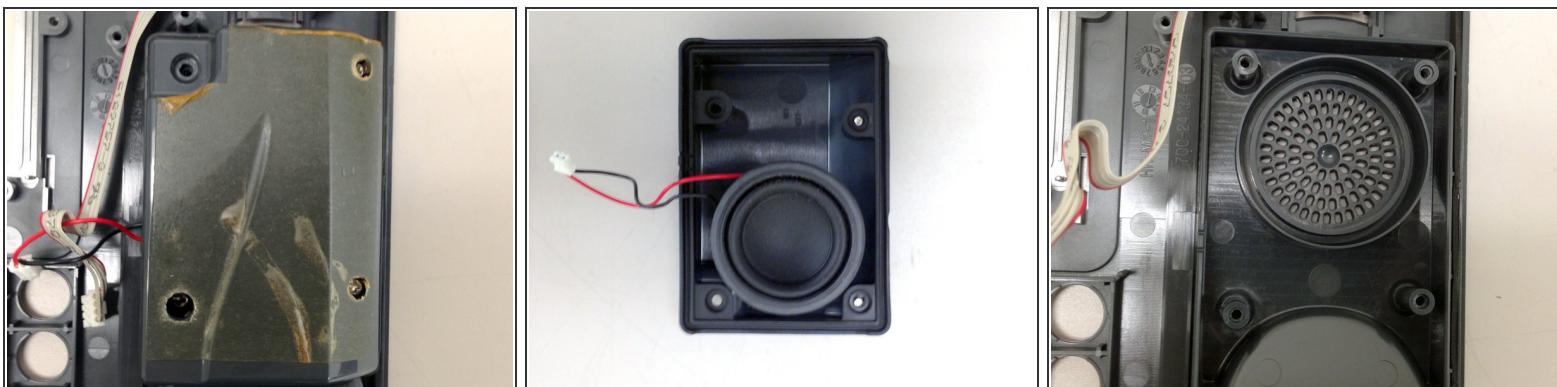
- Now you may clean a rubber button pad. If user spilled something on the phone, you may need to clean not just rubber part, but plastic buttons as well.

## Step 7 — Clean handset hook area



- Remove one screw that holds a handset control board.
- Unhook a spring that holds hook switch.
- Clean the area.

## Step 8 — Open and clean speaker



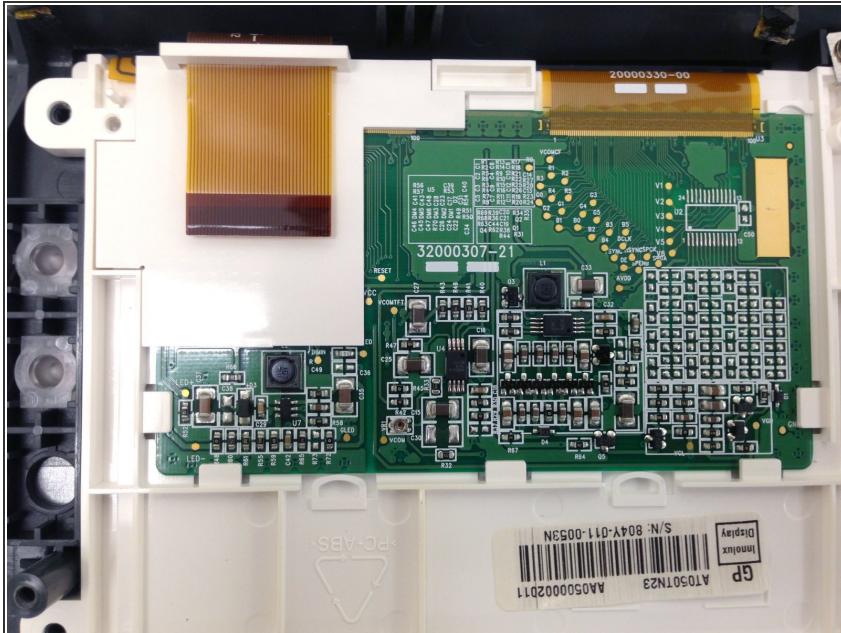
- Speaker box is covered with some kind of rubbery film. You may need to save it, as it improves sound.
- There are four screws, one exposed, and three covered with rubber film.
- After all four screws removed, pry and pull the speaker box cover. It has rubber gasket that may hold it in place.

## Step 9 — Front part of the case with display



- After main board removed, display and all buttons are exposed.

## Step 10 — Display with a touch screen



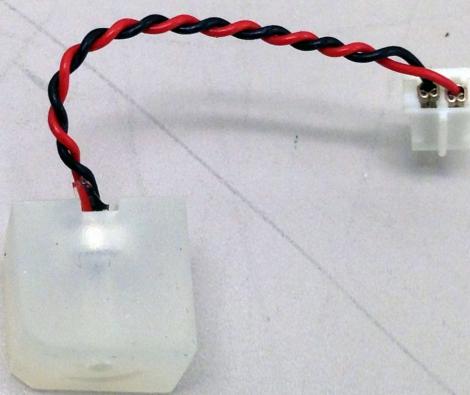
- Display with touch screen

## Step 11 — Phone speaker



- Phone speaker

## Step 12 — Cisco microphone



- Cisco IP Phone microphone. It is installed in the soft rubber block.

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