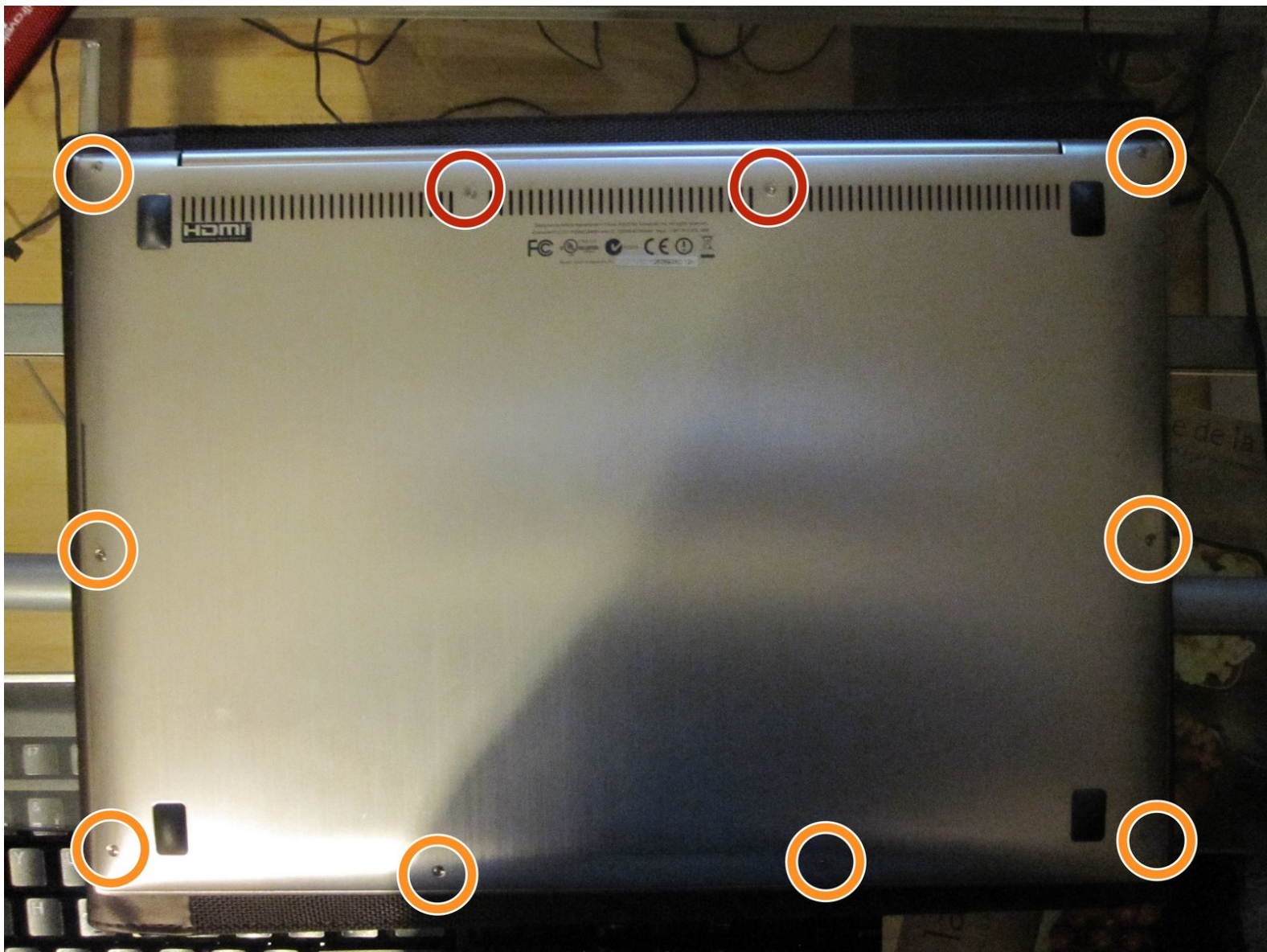




Unresponsive keyboard fix

This guide will show you how to check your keyboard connection and reconnect it if it is loose to restore functionality.

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INTRODUCTION

After a few weeks of use, some keys of my Zenbook keyboard became unresponsive. In my case, it was the vertical key rows.

After opening my laptop I noticed the cable was unlocked. This guide will show you how to reconnect it.

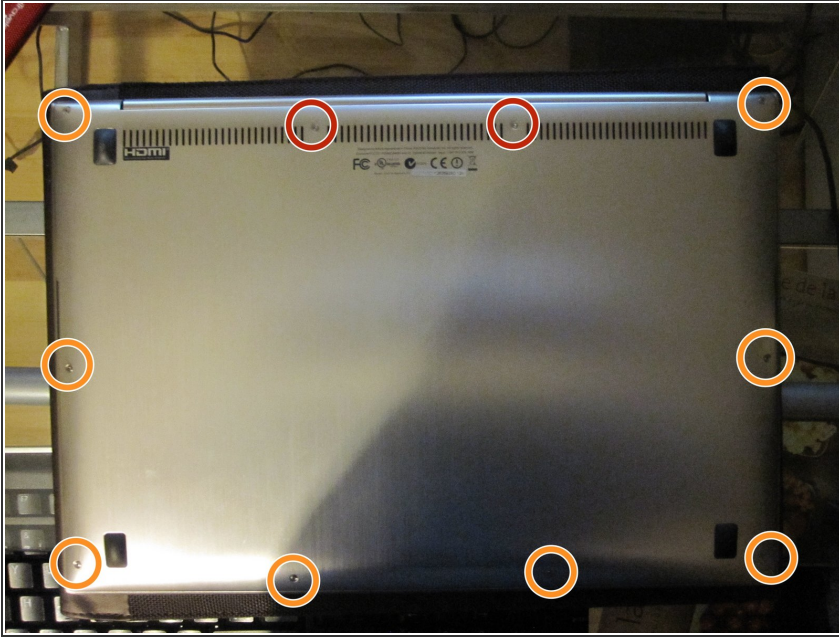
This fix may not apply for every scenario. While there are no guarantees this will work, this is a noninvasive fix you can try before sending the laptop out for repair or buying a new palmrest assembly.



TOOLS:

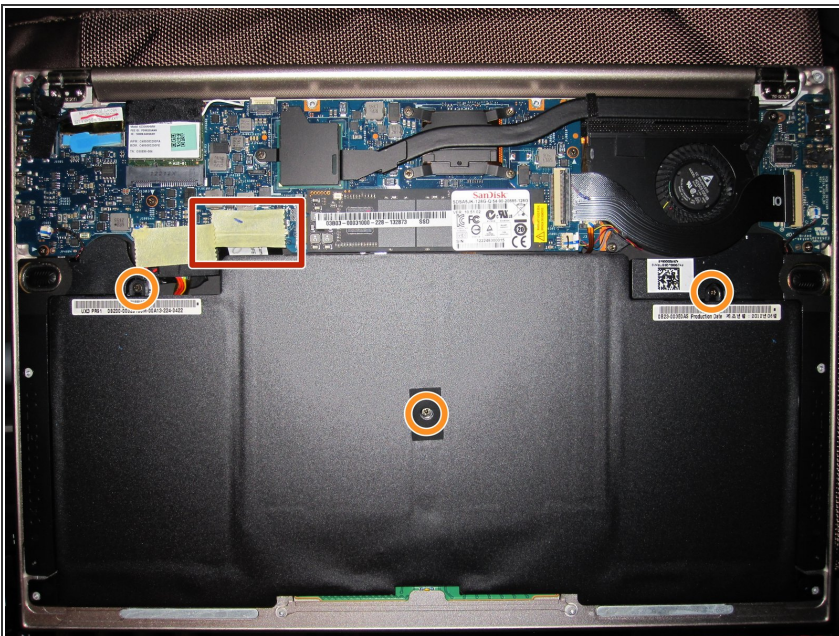
- [Phillips #1 Screwdriver](#) (1)
 - [T5 Torx Screwdriver](#) (1)
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Step 1 — Remove the bottom cover



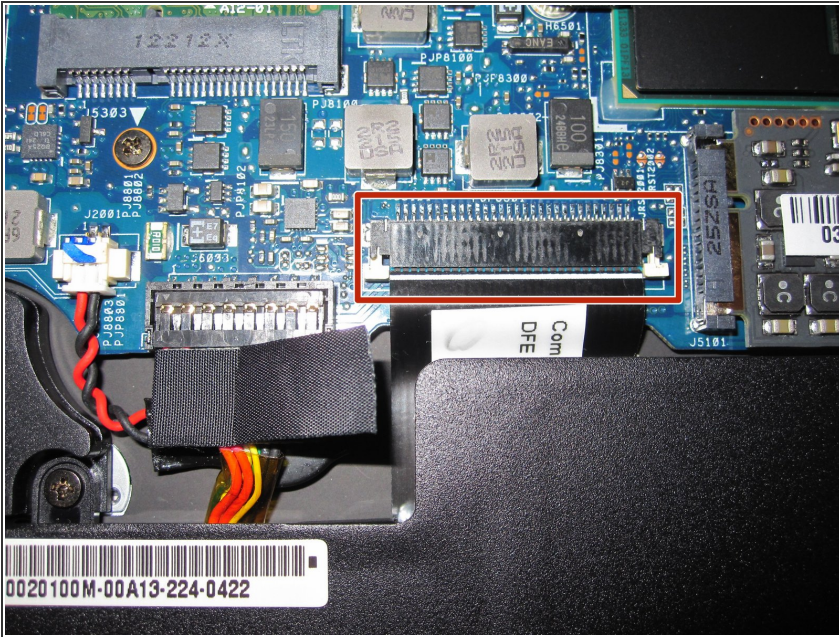
- **Note:** These 2 screws are longer than the others. Sort them accordingly.
- Unscrew the remaining 8 screws. These are all the same length and can be stored together.

Step 2 — Remove the battery



- Remove the back cover. There are no warranty stickers, so there is nothing to worry about.
- Locate the keyboard connector. It is covered with a piece of tape which is not very adhesive. That explain why the connector unlocked itself I guess.
- You may need to remove the battery to disconnect it. Unscrew the 3 screws holding the battery into the system.

Step 3 — Reconnect the keyboard



- Remove the tape covering the connector. **Note:** Tape should be added to the connector to keep it secure.
- Here on the picture you can see the connector with its two holders unlocked. These hold the connector in and should be completely pushed in.
- Push the connector in. Do this until it is fully connected again.
- Lock the tabs that retain the keyboard connector back in place.

Screw everything back and if you've done it right, enjoy all your keyboard keys again.