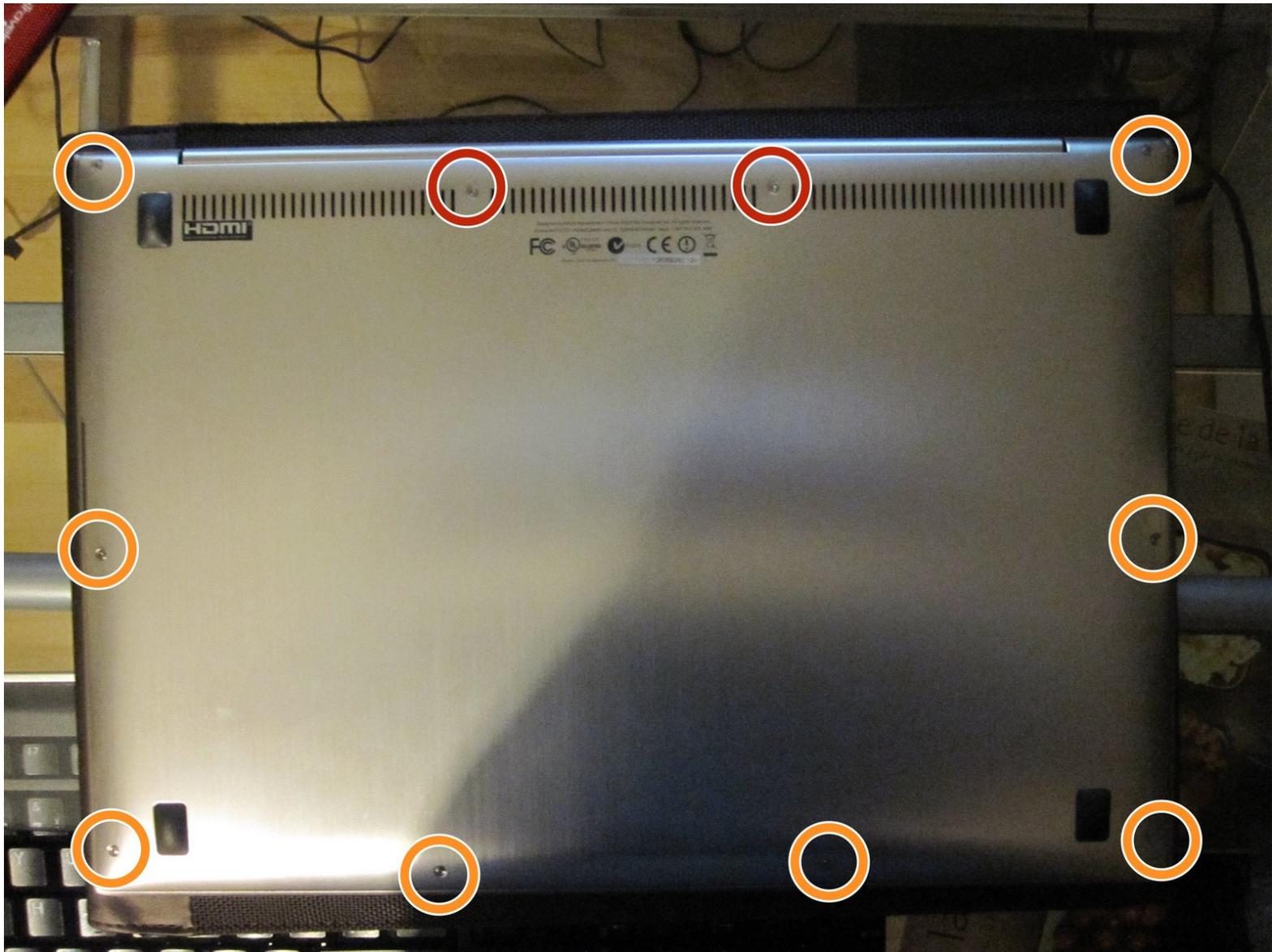




Unresponsive keyboard fix

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

Written By: Francis



INTRODUCTION

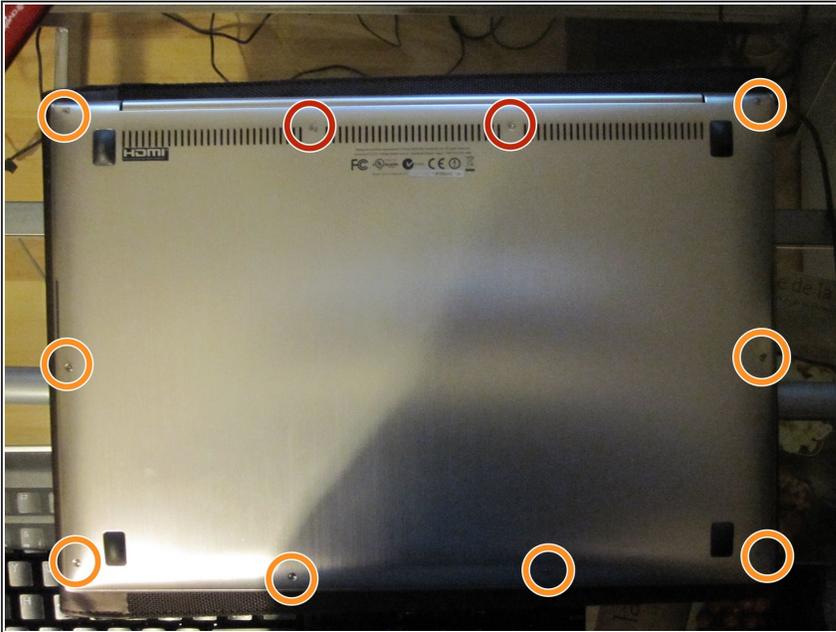
After a few weeks of use, some keys of my Zenbook keyboard became unresponsive. In my case, it was the vertical key rows. After opening my laptop I noticed the cable was unlocked. This guide will show you how to reconnect it.

This fix may not work in every scenario and is not guaranteed to work. This is a noninvasive fix you can try before sending the laptop out for repair or buying a new palmrest assembly.

TOOLS:

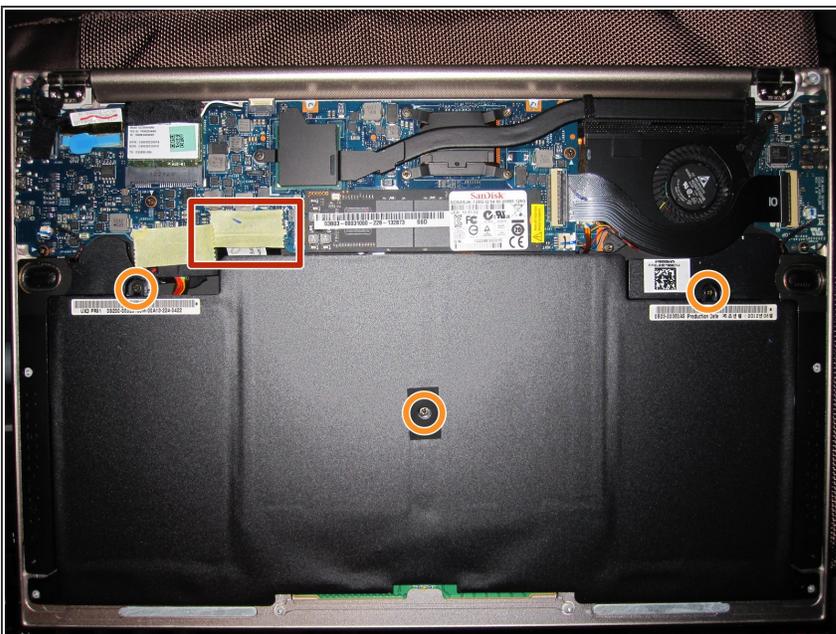
- [Phillips #1 Screwdriver](#) (1)
 - [T5 Torx Screwdriver](#) (1)
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Step 1 — Remove the bottom cover



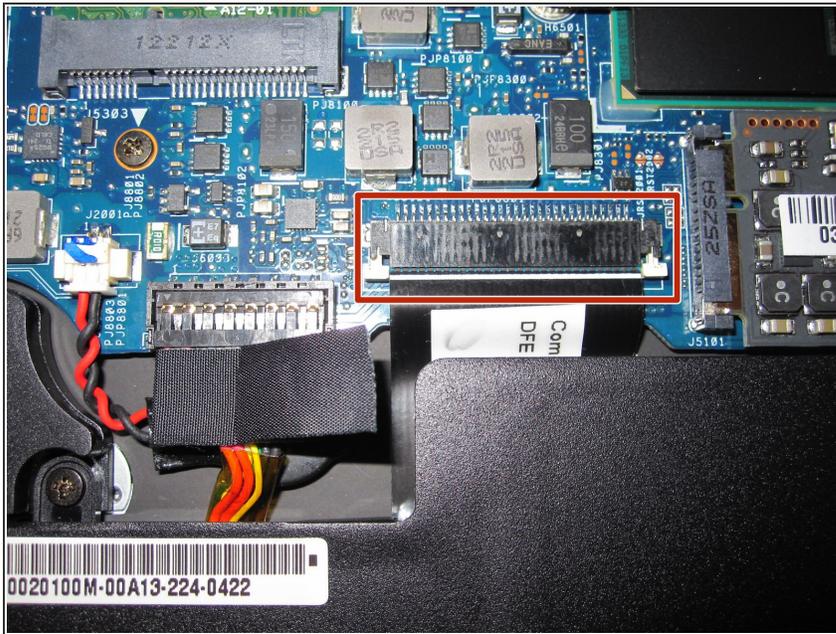
- **Note:** These 2 screws are longer than the others.
- Unscrew the remaining 8 screws. These are all the same length.

Step 2 — Remove the battery



- Remove the back cover. There are no warranty stickers that need to be broken.
- Locate the keyboard connector. It is covered with a piece of tape helping hold it in place. This tape often fails after a certain amount of time.
- You may need to remove the battery to disconnect it. Unscrew the 3 screws holding the battery in the system.

Step 3 — Reconnect the keyboard



- Remove the tape covering the connector. **Note:** New tape should be added once resealed.
- Here on the picture you can see the connector in the unlocked position. These hold the connector in and should be completely pushed in.
- Push the connector in. Do this until it is secure.
- Lock the tabs that retain the keyboard connector in place.

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