

Forum:[Hack Forums](#)

Thread: [Toshiba laptop. Some keys not working.](#)

VipVince - November 20, 2014, 3:43 pm

Not actually my laptop, just one I have to fix tomorrow in work.

I like to hear other opinions, and have a plan of action ready. Was curious, has anybody else encountered and fixed this? The majority of the keys work, though about 5 different letters do not.

As a last resort, I will go about changing the keyboard and fit a new one into the laptop, but hopefully it can be fixed another way.

Any advice is welcome.

Aura - November 20, 2014, 3:52 pm

You could always try to reset the keyboard settings to default and install the keyboard/trackpad drivers for that specific laptop model from Toshiba's website.

That would be a good beginning.

datguy.dev - November 20, 2014, 4:39 pm

What keys are they?

Re-seat the ribbon cable. Pop the non-working keys off and try to clean them up. Could just be a contact issue, which is difficult given the silicon cover.

VipVince - November 21, 2014, 3:11 pm

The "A" key and a bunch of others.

I tried several keyboard settings options, cleaned the keys, and disconnected and re-connected the keyboard. Still had the faulty keys.

Decided to order a new keyboard at this point. Toshiba keyboards seem to be renowned for it.

VipVince - November 24, 2014, 3:31 pm

Update.

I performed keyboard checks, sprayed with compressed air, removed and reinserted the keyboard cable, and only then did I decide to buy a new keyboard (Toshiba laptop), and really strangely; the new keyboard also did not work with the same buttons as the previous.

I assume it is an issue with the motherboard. In the end, I connected an external keyboard via USB and that does the job.

Aura - November 24, 2014, 3:55 pm

(Nov 24, 2014 04:31 PM)VipVince Wrote: [\[CITE\]](#) Update.

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Do you see any strange marks on the motherboard or else ?

VipVince - November 24, 2014, 4:03 pm

(Nov 24, 2014 04:55 PM)Aur? Wrote: [\[CITE\]](#) Do you see any strange marks on the motherboard or else ?

Not really, just the thing was dusty and looked like it hadn't been well kept. Two keyboards with keys not working, and external keyboard works fine.

Aura - November 24, 2014, 4:07 pm

(Nov 24, 2014 05:03 PM)VipVince Wrote: [\[CITE\]](#) Not really, just the thing was dusty and looked like it hadn't been well kept. Two keyboards with keys not working, and external keyboard works fine.

Then either the cable (keyboard to motherboard) is damaged or the motherboard is. There would be traces of physical damage somewhere at least.

VipVince - November 24, 2014, 4:09 pm

(Nov 24, 2014 05:07 PM)Aur? Wrote: [\[CITE\]](#) Then either the cable (keyboard to motherboard) is damaged or the motherboard is. There would be traces of physical damage somewhere at least.

Each keyboard had different cables, and each gave the same result; some keys not working.