![iFixit logo]

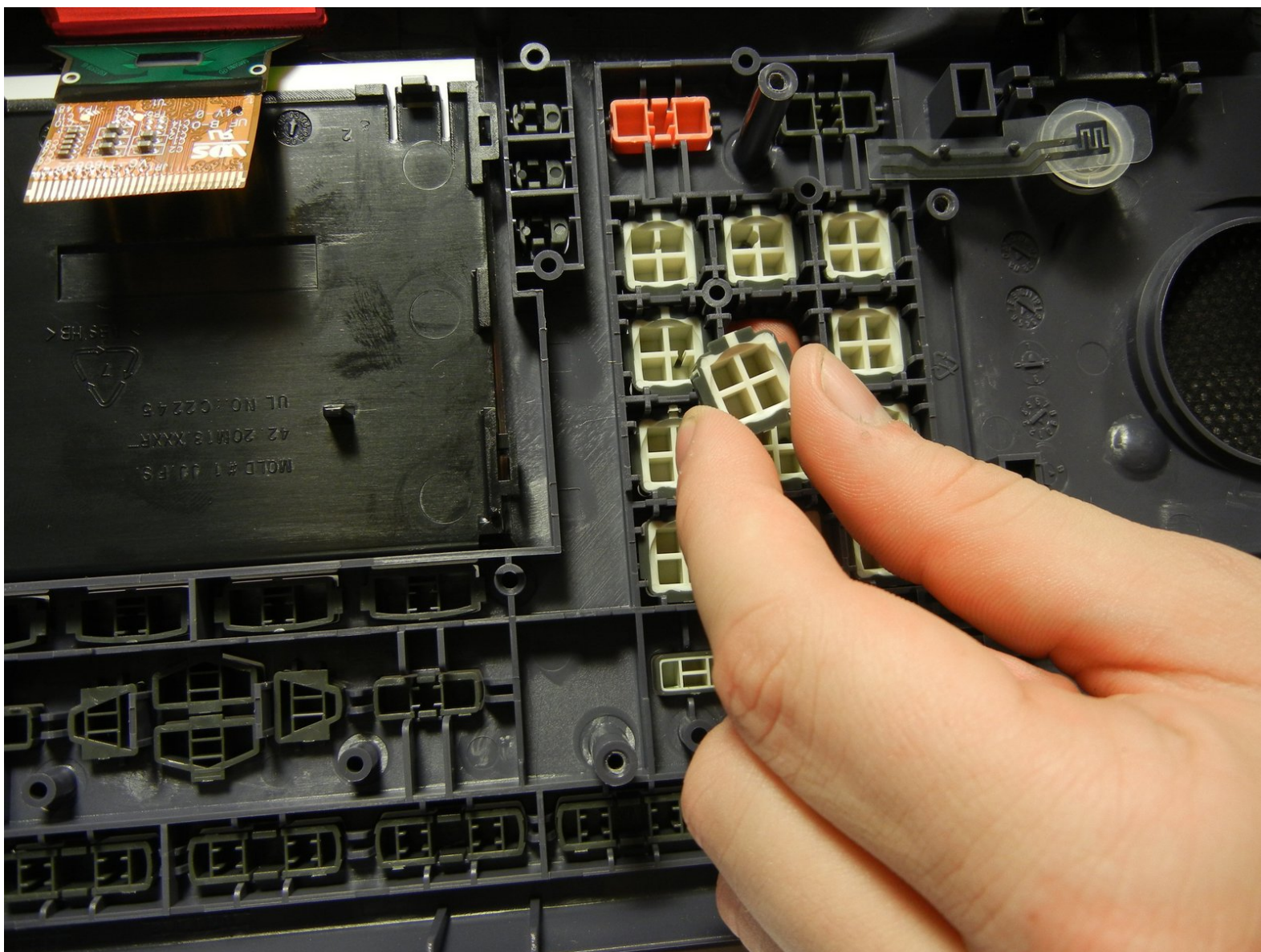# Nortel Networks i2004 IP Buttons Replacement

This guide helps you replace the font panel buttons.

Written By: Andrew Wang

www.iFixit.com

INTRODUCTION

If some buttons are not working on your phone, use this guide to replace them.

🔧 TOOLS:

- 🔧 [6-in-1 Screwdriver](#) (1)
- [Phillips #2 Screwdriver](#) (1)

This document was generated on 2022-04-26 01:07:52 AM (MST).
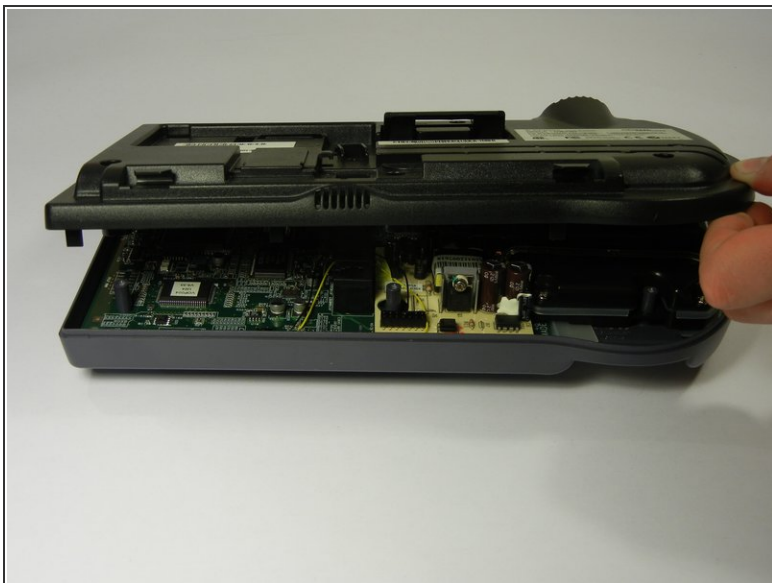
Step 1 — Back Cover

- Flip the phone over to view the back.

- Remove the power and phone cords.

Step 2
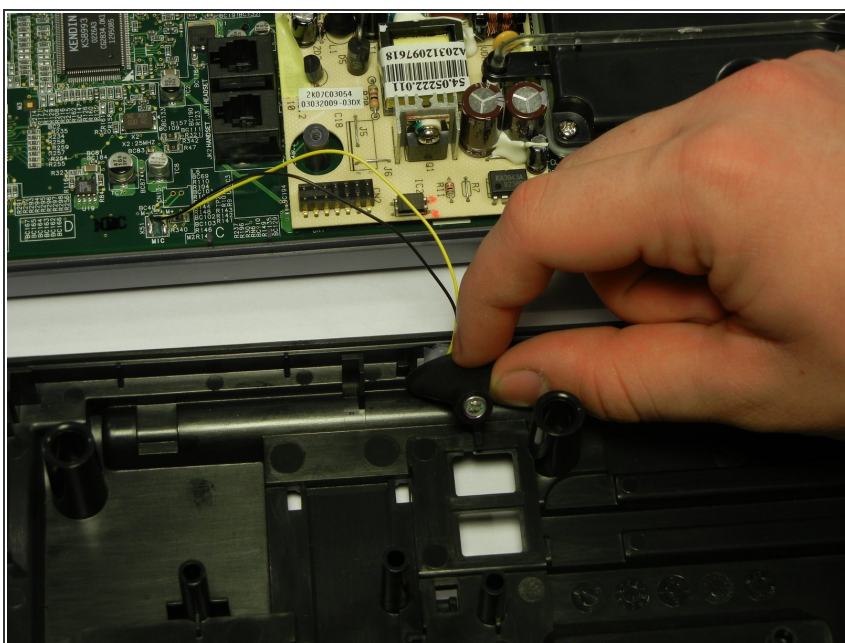

- Remove the seven 8mm Phillips #2 screws.

Step 3

⚠️ Lift up the back cover slowly because there are still wires attached to the circuit board.
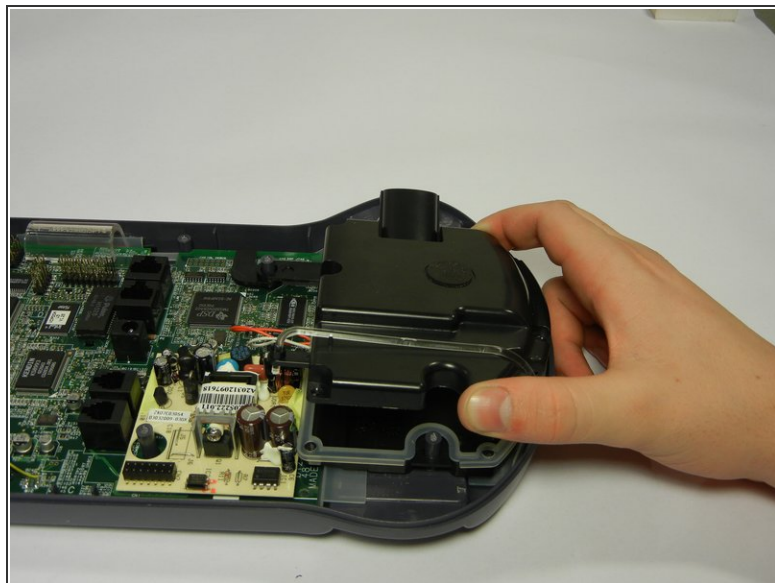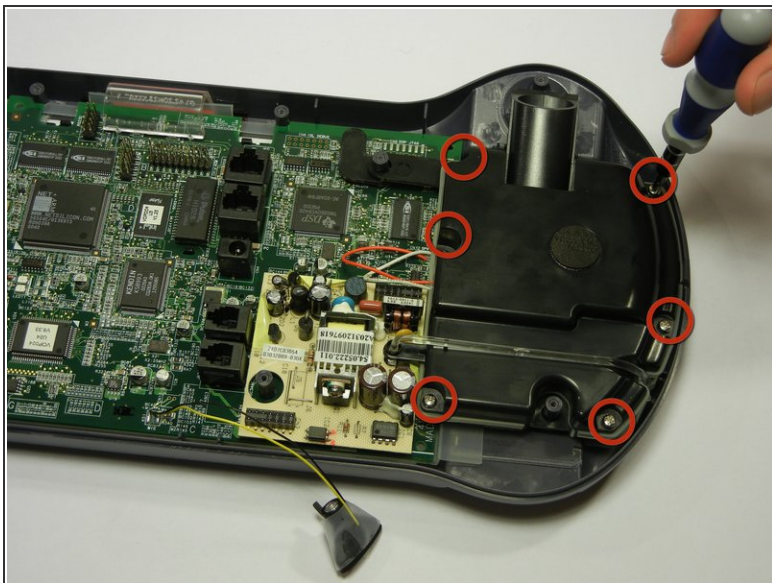
ⓘ Lifting the back cover should not require a lot of force; simply lift with your fingertips.
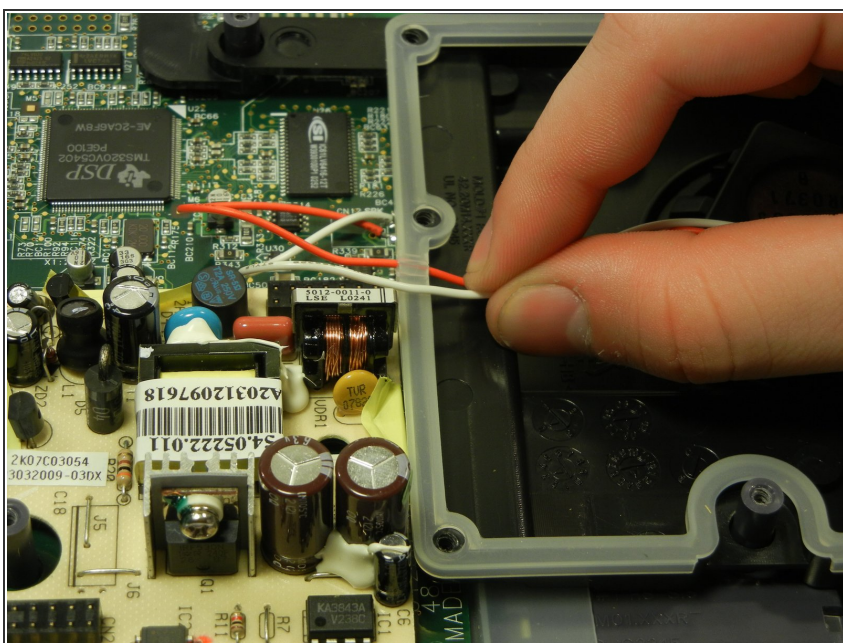
Step 4

- Disconnect the rubber piece by pulling it out of the slot, freeing the back cover completely.

This document was generated on 2022-04-26 01:07:52 AM (MST).

© iFixit — CC BY-NC-SA   www.iFixit.com   Page 4 of 9
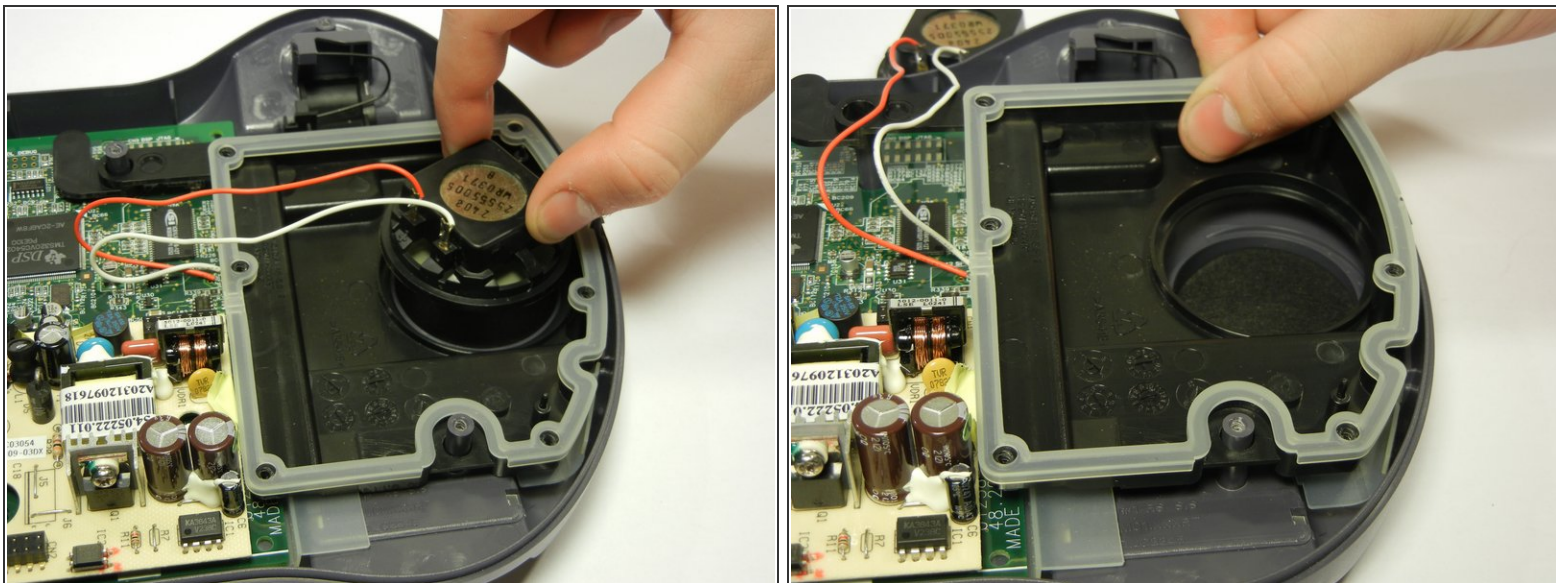
Step 5

- Remove the six 8mm Phillips #2 screws.

- Pull the speaker phone cover straight up.
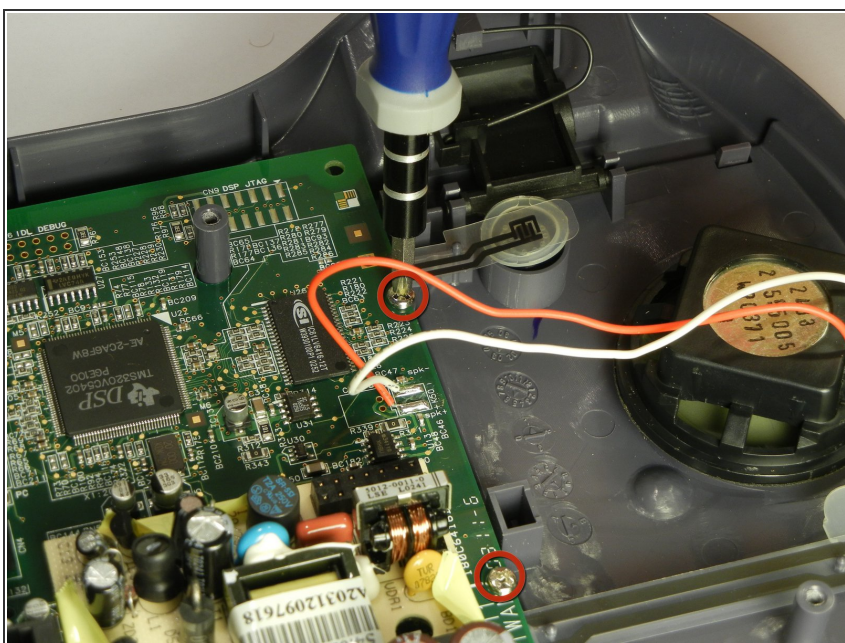
Step 6 — Circuit Board

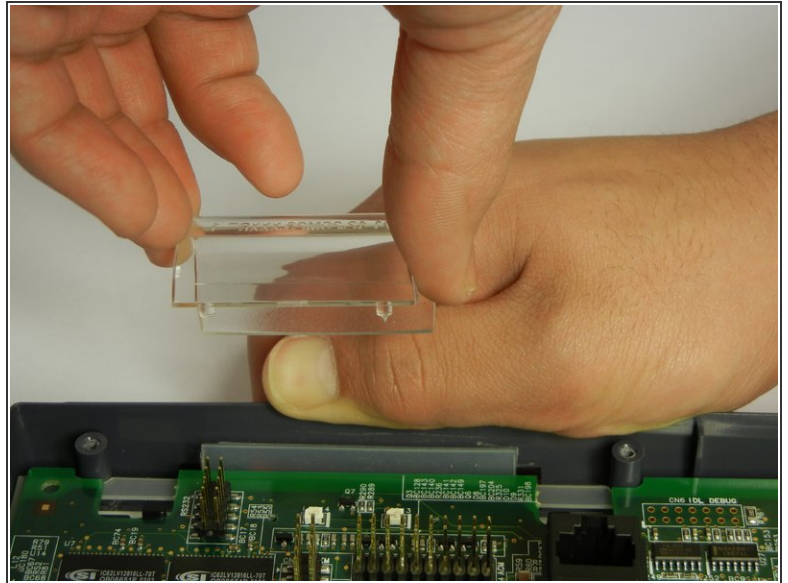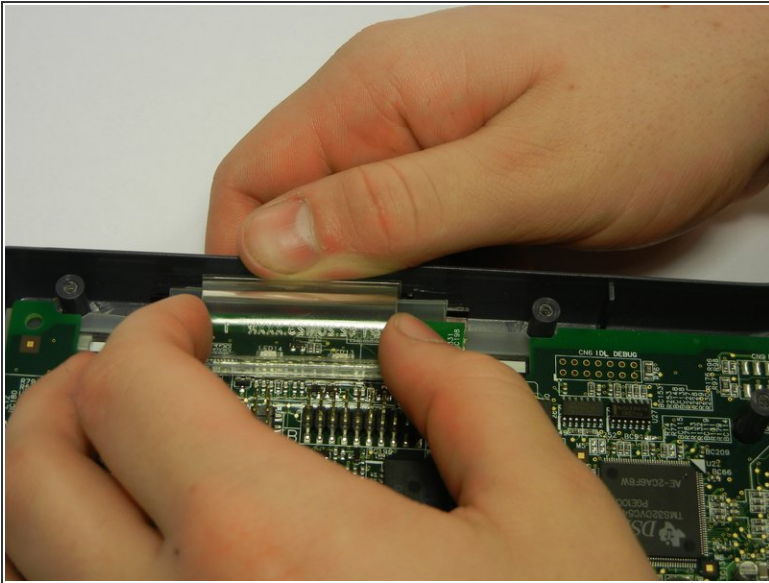- Remove the red and white wires from the rubber casing rim.

Step 7

- Lift out the speaker and set it away from the tray that holds it.

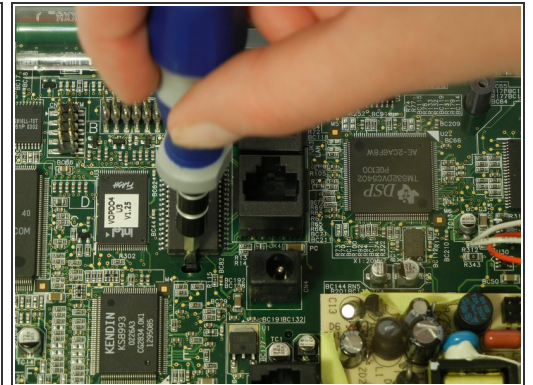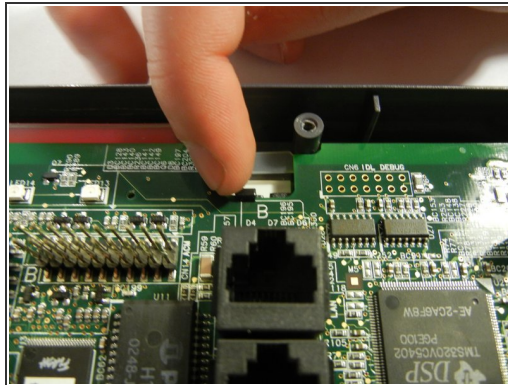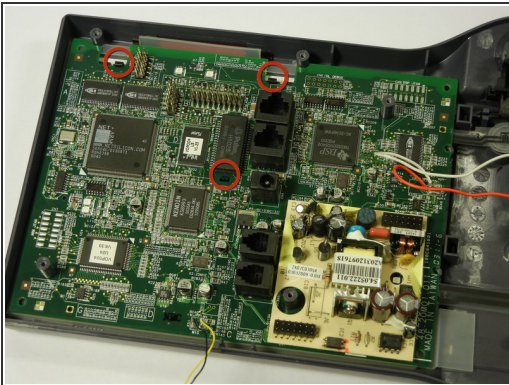- Then remove the black plastic tray at the bottom by lifting it straight up.

Step 8

- Remove the two 8mm Phillips #2 screws.

This document was generated on 2022-04-26 01:07:52 AM (MST).

© iFixit — CC BY-NC-SA   www.iFixit.com   Page 6 of 9
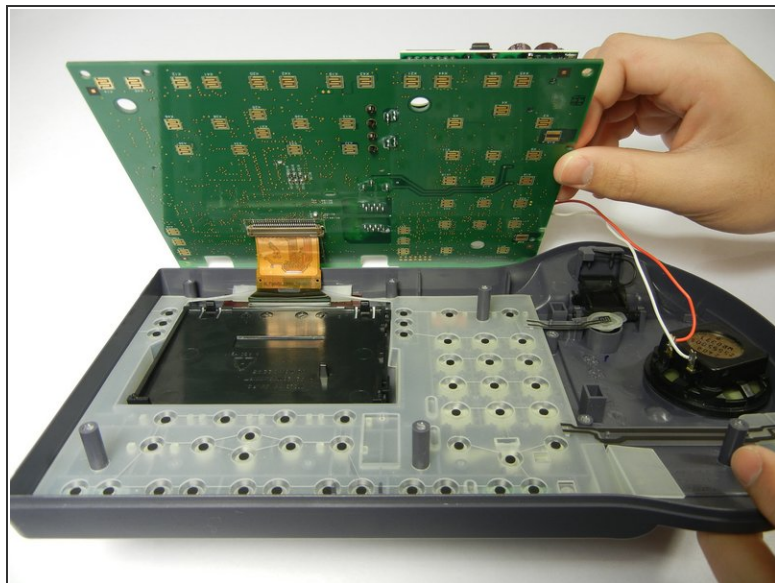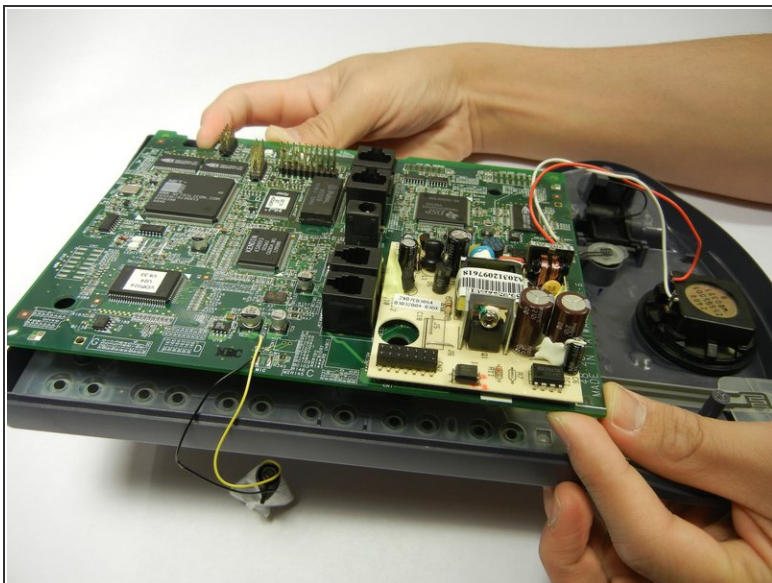
Step 9

- Pull the gray plastic casing away from the circuit board as you remove the clear, curved, plastic piece straight up.

Step 10

- There are three clips on the circuit board to un-clip.

- Unclip both back black clips with your fingertips.

- Push the middle black clip towards the bottom of the picture with a flathead screwdriver.
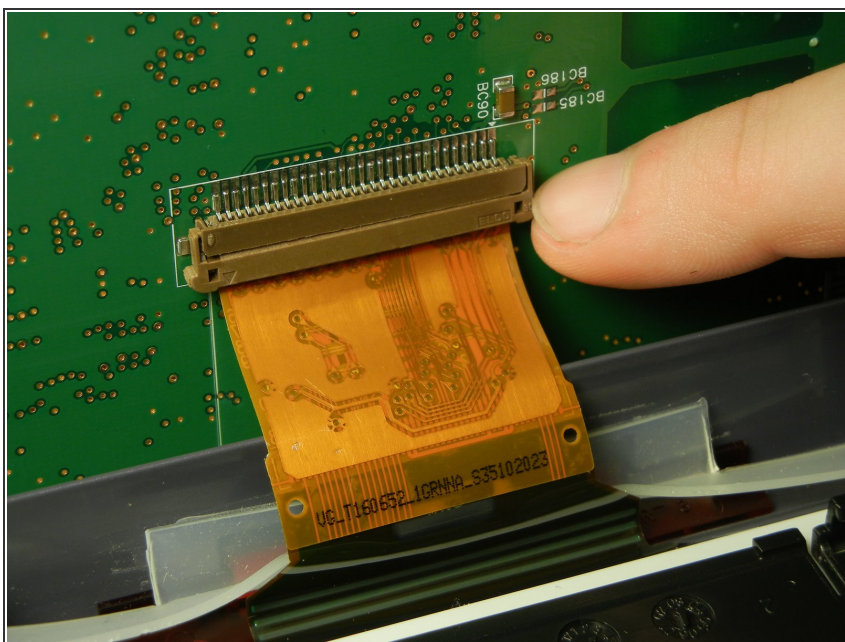
Step 11

⚠ There's a brown ribbon still attached to the circuit board and phone case, so don't pull the circuit board completely off just yet.
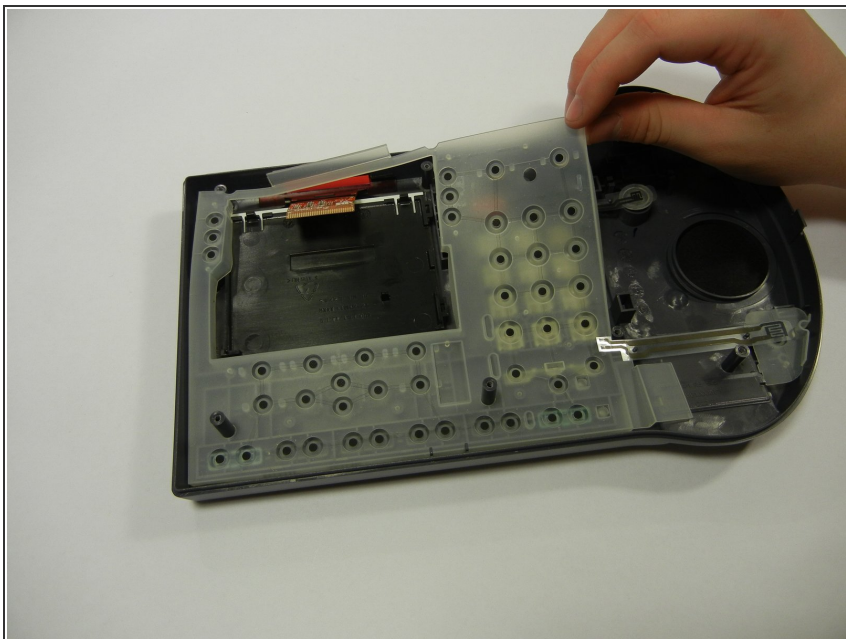
● Lift the edge of the circuit board over the phone case and slightly up, so the bottom of circuit board can be viewed.

Step 12

● Push down each brown clip on either side of the brown metal strip using your fingertip.

● Detach the circuit board from the brown ribbon.

This document was generated on 2022-04-26 01:07:52 AM (MST).

Step 13

- Remove the clear rubber casing.

- (i) Be careful not to flip over the front phone casing or all of the buttons will fall out.

Step 14 — Buttons

- Press the broken button from the front of the phone.

- Remove the broken button through the back.

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

This document was generated on 2022-04-26 01:07:52 AM (MST).