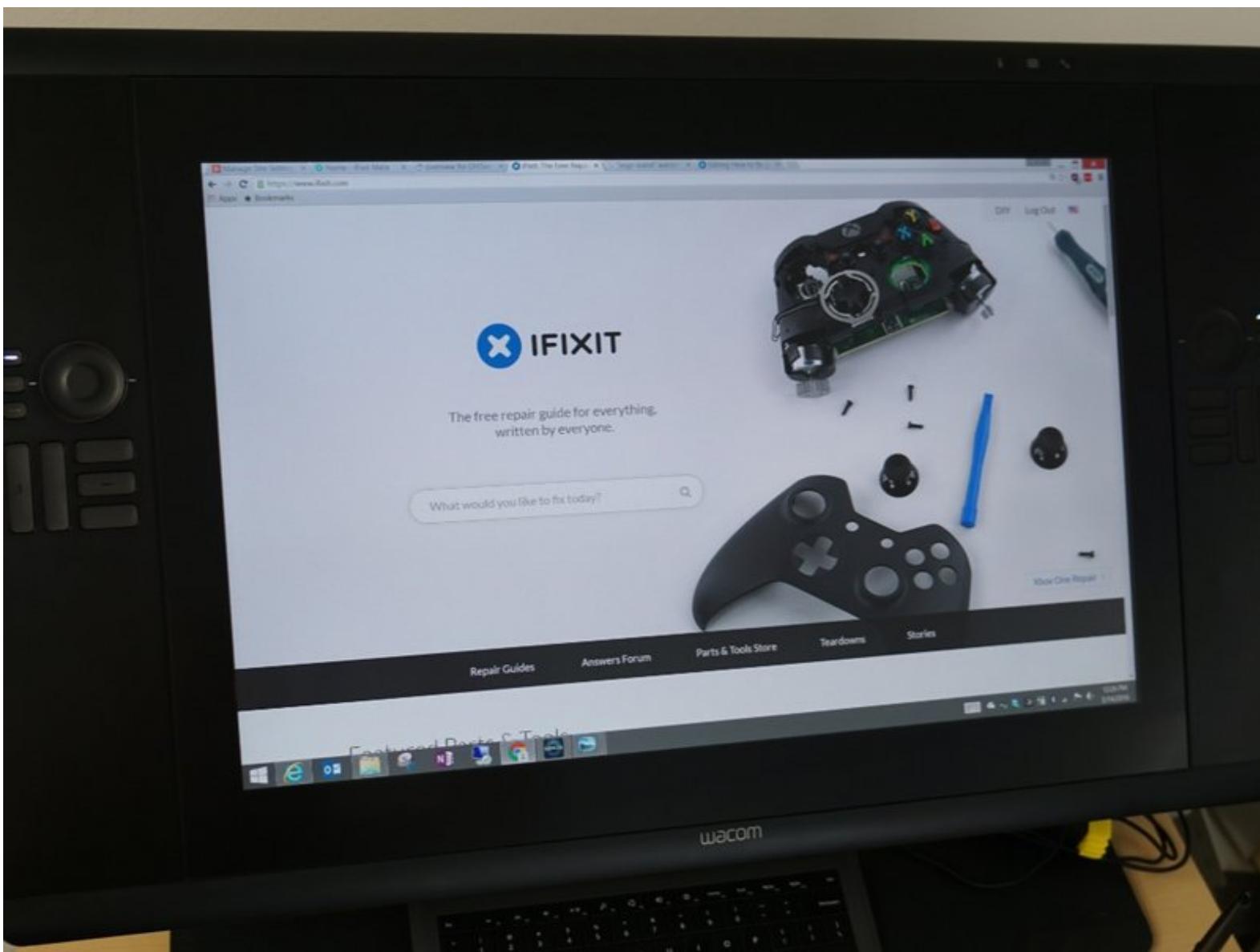




How to fix glitchy Hardware Control Buttons in Wacom Cintiq 24HD

This guide will show you how to delete the Hardware Control Buttons, if you are Wacom is going haywire.

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INTRODUCTION

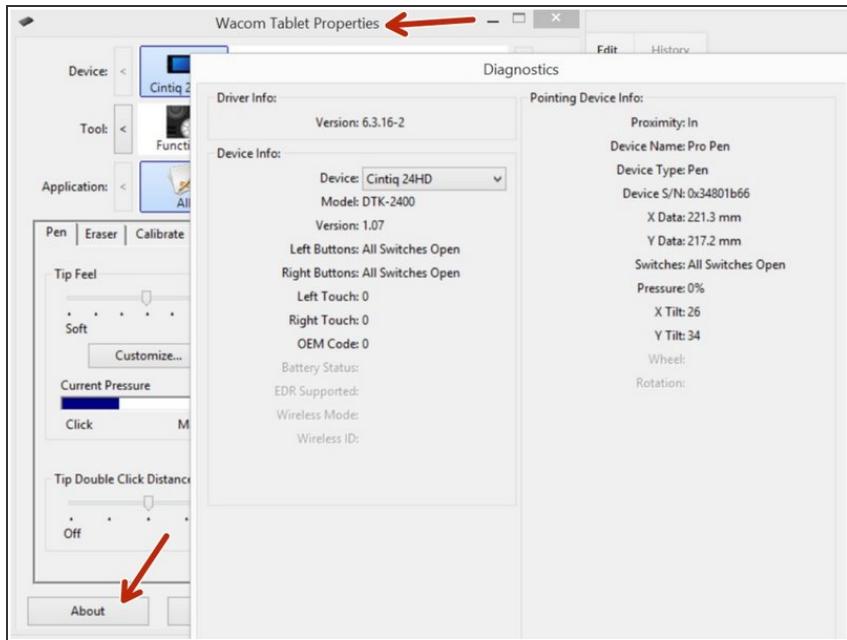
If your Wacom is doing something like this: <https://www.youtube.com/watch?v=XP6V8eya...>

You will be disassembling your Wacom tablet and disconnecting a tiny ribbon cable.

TOOLS:

- Phillips #2 Screwdriver (1)
- Flathead 3/32" or 2.5 mm Screwdriver (1)
- Tweezers (1)
- Pallet Knife (1)

Step 1 — Confirm hardware issue



- Confirm your buttons are not working by opening the diagnostics (Wacom Tablet Properties application -> About -> Diagnose).
- In my case, I didn't do this. In frustration, I just started on the teardown. So it is possible this issue is caused by software and not hardware, but rest assured, this fix will work for either situation.

Step 2 — PREPARE



- Start off with a sturdy and clean workspace.

Step 3 — Remove rear covers



- If you have the ERGO stand, we need to start removing that first. Turn the Wacom around so you can start on the back.
- Pry off the rear covers.

Step 4 — Disconnect Ergo Stand Cables



- Disconnect the cables on both sides. 4 total.

Step 5 — Remove Ergo Stand Screws



- On each side of the ERGO stand, remove 4 screws.
- Be careful not to let it fall over

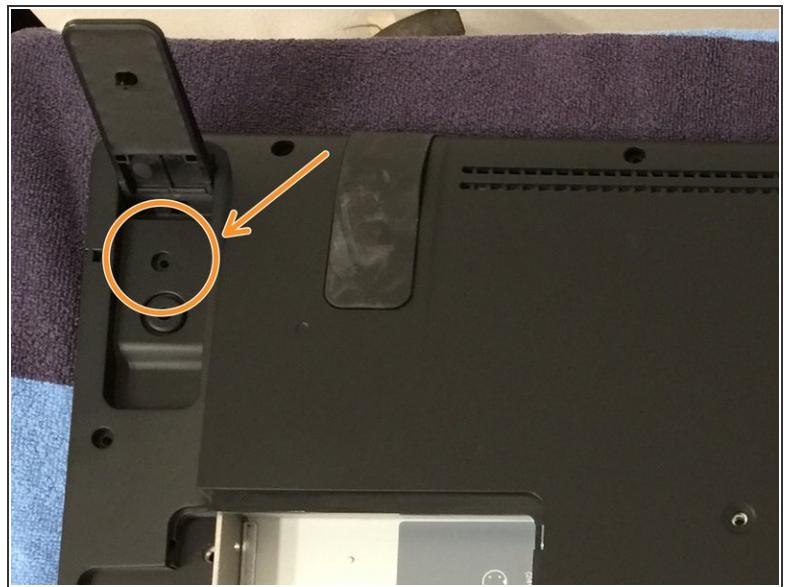
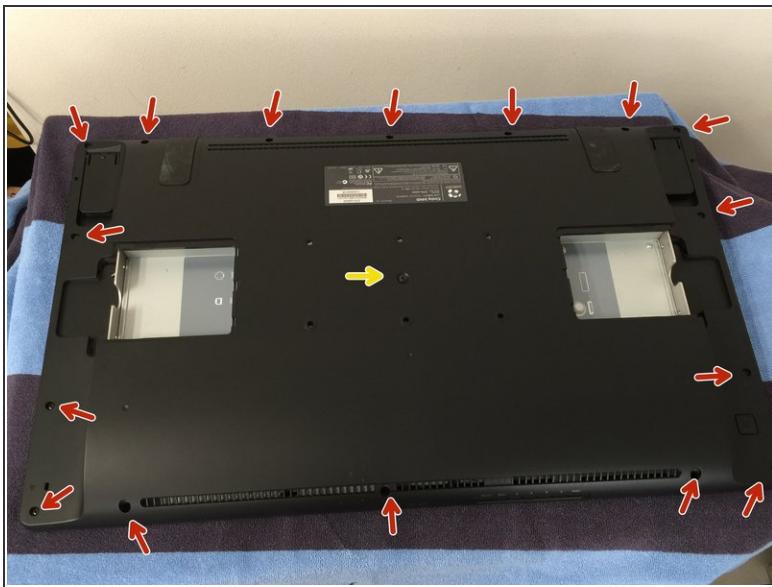
Step 6 — Move heavy things



- Place a clean towel on workbench
- Move ergo stand to floor, we're done with it for now

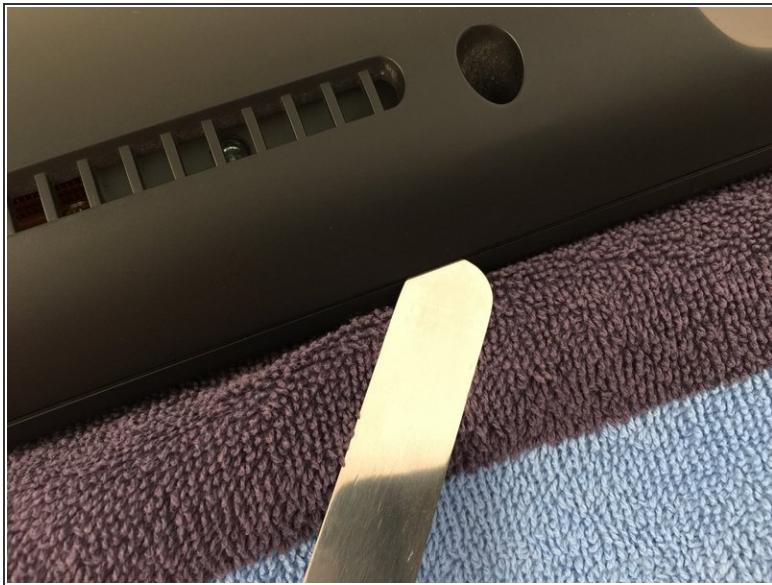
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Step 7 — Open Wacom



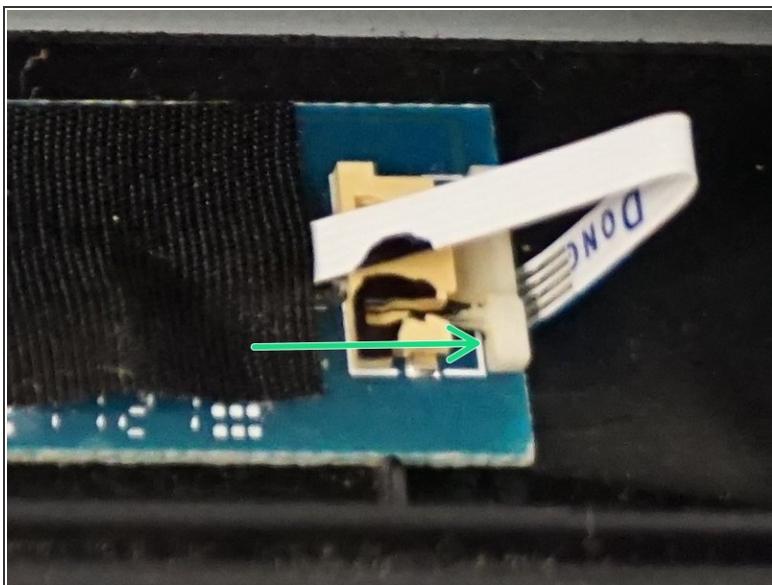
- Place Wacom tablet face down on towel
- Remove rear screws
 - All screws are the same, except the center one.
 - Don't forget to lift up these things and get the hidden screws (2)

Step 8 — Pop off rear panel



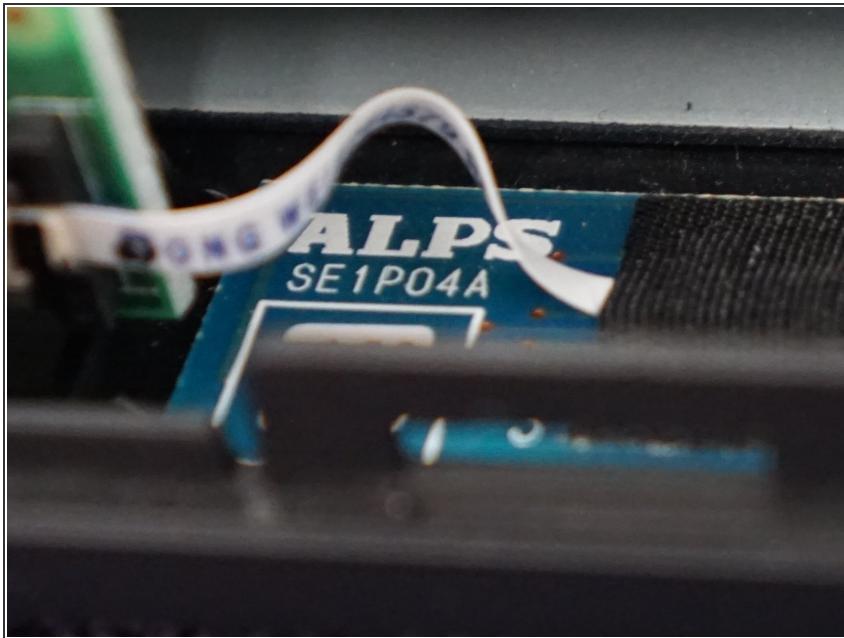
- Now carefully pop off the rear plastic cover. Start at the top near the buttons and work toward the bottom.

Step 9 — Remove cable from switch board



- Carefully push the flex cable connector away from the connector
- Carefully remove the cable from the connector with tweezers

Step 10 — Extra credit - replace the switch board



- Assuming you can find a replacement switch board, replace it. It is made by ALPS, but a quick search on the part # did not reveal anything.

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