Wacom Cintiq 24HD USB Accessory Port Replacement

How to replace the USB accessory port on the Wacom Cintiq 24HD.

Written By: Andrew Fleming

This document was generated on 2019-09-22 08:00:13 AM (MST).

INTRODUCTION

The USB accessory port allows users to connect other devices like keyboards, mice, or flash drives to the Cintiq and connected computers. The port can become damaged and stop working with extended use. This guide shows you how to replace the accessory port. You need basic soldering skills and a soldering kit for this replacement guide. iFixit has a guide to soldering which you can find here.
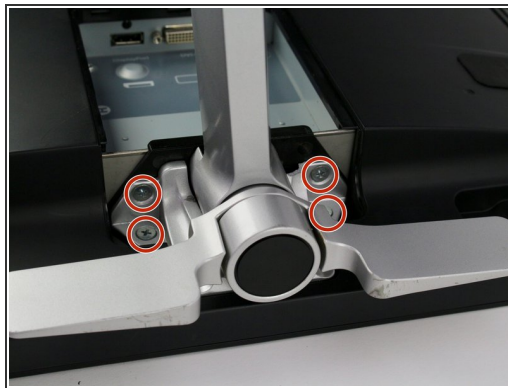
🔧 TOOLS:

- Phillips #2 Screwdriver (1)
- iFixit Opening Tools (1)
- Phillips #1 Screwdriver (1)
- Soldering Iron (1)

Step 1 — Stand

- Unplug any cables from the USB, power, display or DVI-D ports by gripping the cord by the connector and pulling straight out of the port.

- ⚠ Unplugging the cables by pulling on the cord or pulling at an angle can damage the cable or connector.

Step 2

- Place the device screen down on a flat surface.

- Remove eight 10mm Phillips #2 screws (four on each leg of the stand) by turning the screwdriver counterclockwise.

Step 3

- Lift the stand up and away from the rest of the device so the legs separate from the mounting plate.

Step 4 — Back Panel

- Remove eighteen 10.2mm Phillips #1 screws from the perimeter of the back panel by turning the screwdriver counterclockwise.

- Remove one 11.9mm Phillips #1 screw from the center of the back panel.

- Remove two 10.2mm Phillips #1 screws from underneath hinged panels in the bottom right and left corners.

- ⓘ Our device does not include the cover panels for the USB, DVI-D, and power ports. You must first remove these cover panels shown in green in order to remove the back panel.

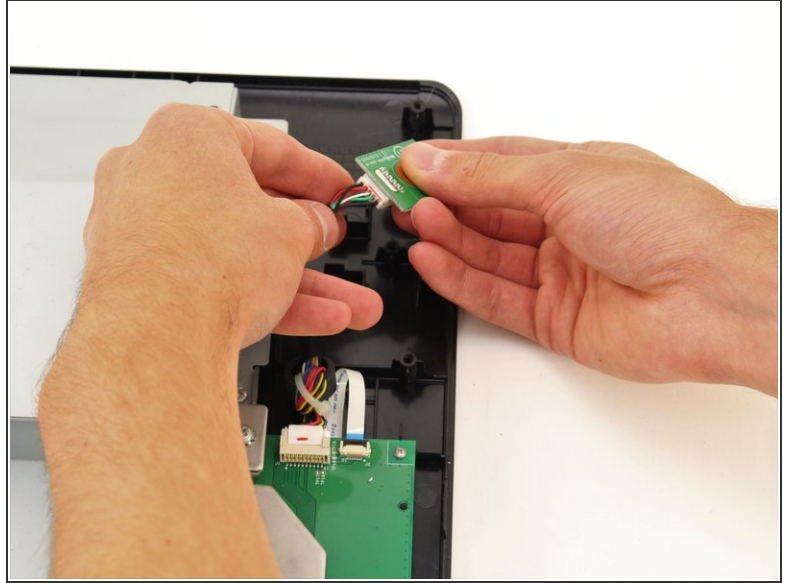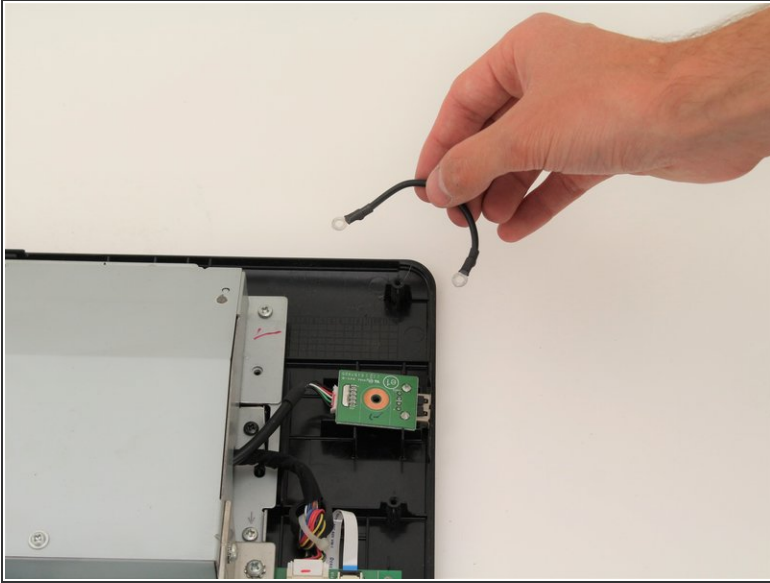This document was generated on 2019-09-22 08:00:13 AM (MST).

Step 5

- Lift the back panel up by a corner and insert a plastic opening tool in the gap.

- Slide the tool along the gap around the perimeter of the device while lifting to unlatch the back panel.

  - (i) The latches on the back panel will make loud clicking noises when opening.

- Remove the panel by lifting it up and off of the device.

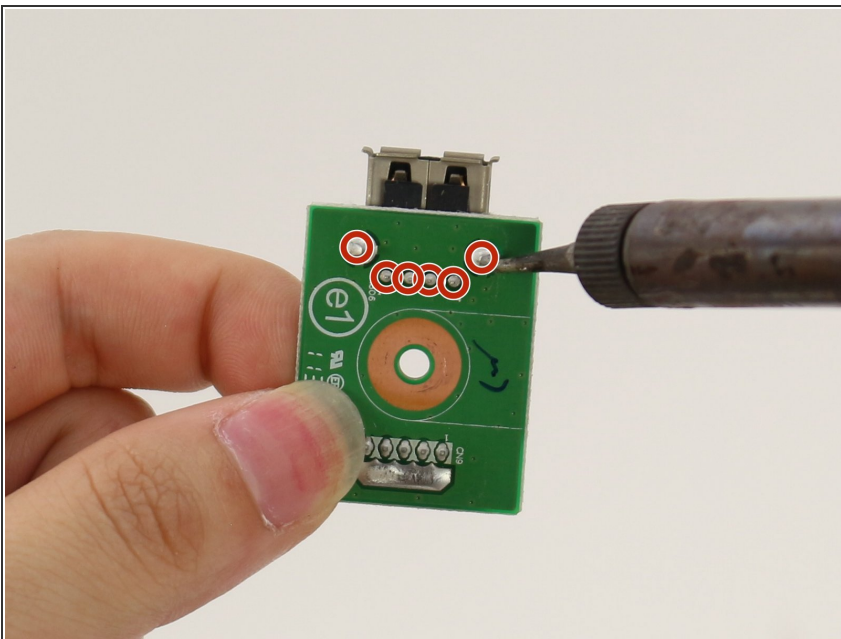## Step 6 — USB Accessory Port

- Remove one 8mm Phillips #2 screw by turning the screwdriver counterclockwise

- Remove one 9.9mm Phillips #2 screw by turning the screwdriver counterclockwise.

This document was generated on 2019-09-22 08:00:13 AM (MST).

Step 7

- Remove the black grounding wire by lifting up.

- Remove the USB port board by pinching the wiring close to the connector and gently pulling out.

Step 8

- Remove the USB port by melting the soldered connections with a soldering iron, then pulling the port off of the board.

- (i) iFixit has a guide to soldering which you can find here.

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

This document was generated on 2019-09-22 08:00:13 AM (MST).