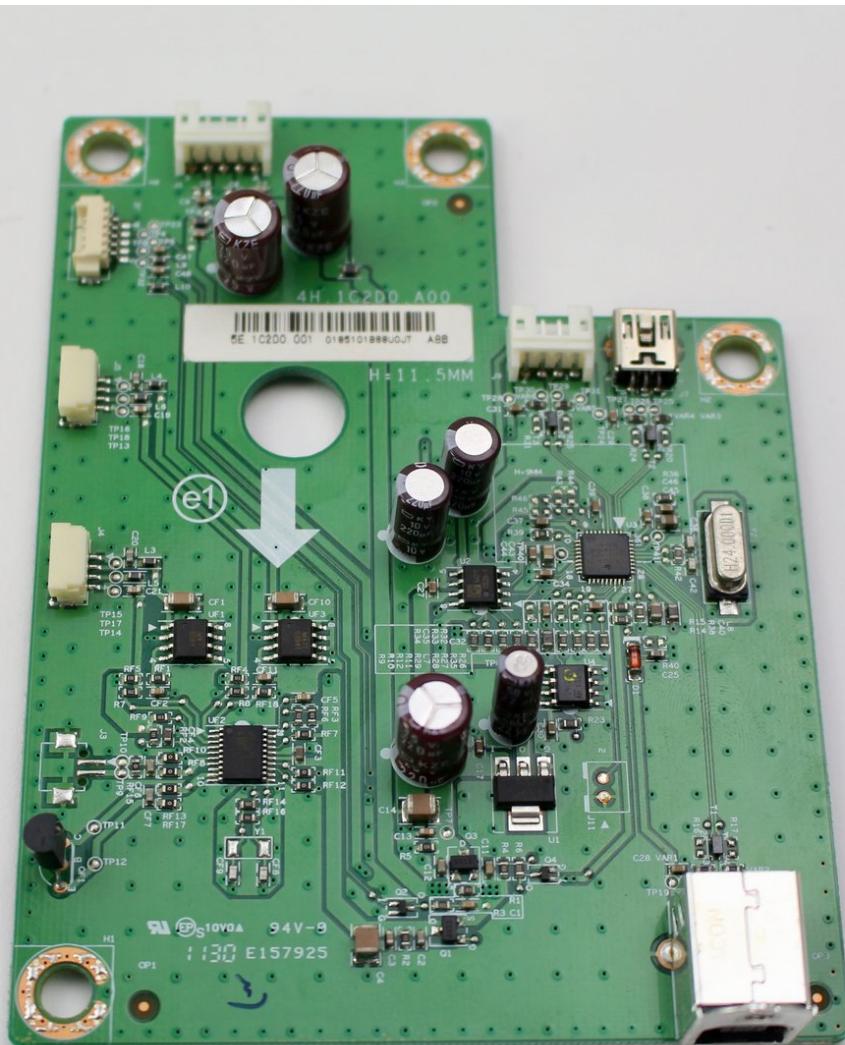




# Wacom Cintiq 24HD USB Video Port Replacement

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

Written By: Jay Sung



## INTRODUCTION

The USB video port on the Wacom Cintiq 24HD allows you to connect the device to any computer with a USB connector. Extended use can damage or render the video port non-functional. This guide will show you how to replace the USB 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.

## Step 5



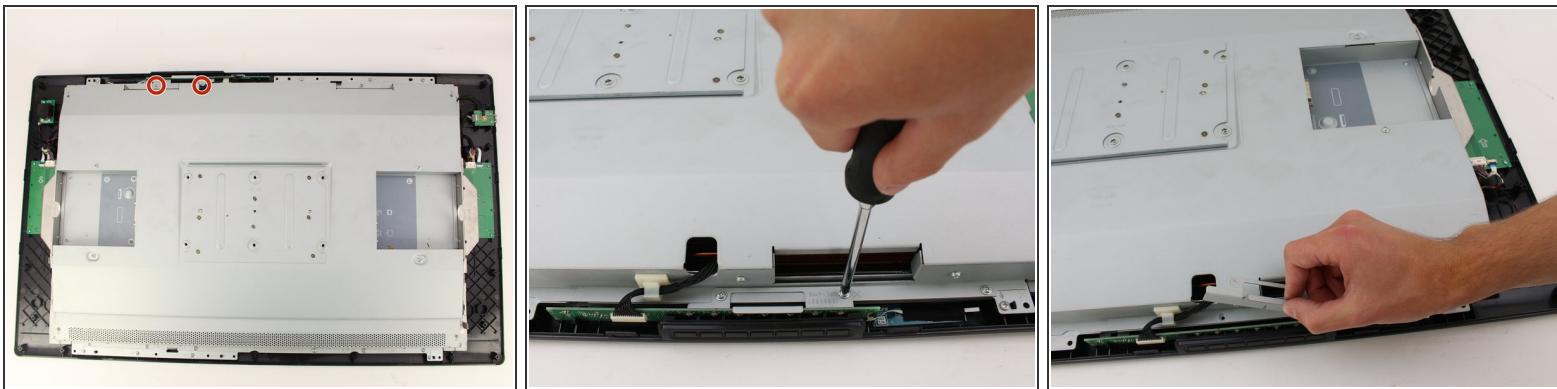
- Lift the back panel up by a corner and insert a plastic opening tool in the gap.
- Slide the tool along the gap around the perimeter of the device while lifting to unlatch the back panel.
- *(i)* The latches on the back panel will make loud clicking noises when opening.
- Remove the panel by lifting it up and off of the device.

## Step 6 — Interior Metal Plate



- Detach the small black wire connecting the back metal plate to the USB video port by removing the one 8 mm Phillips #2 screw from the back metal plate and turning the screwdriver counterclockwise.

## Step 7



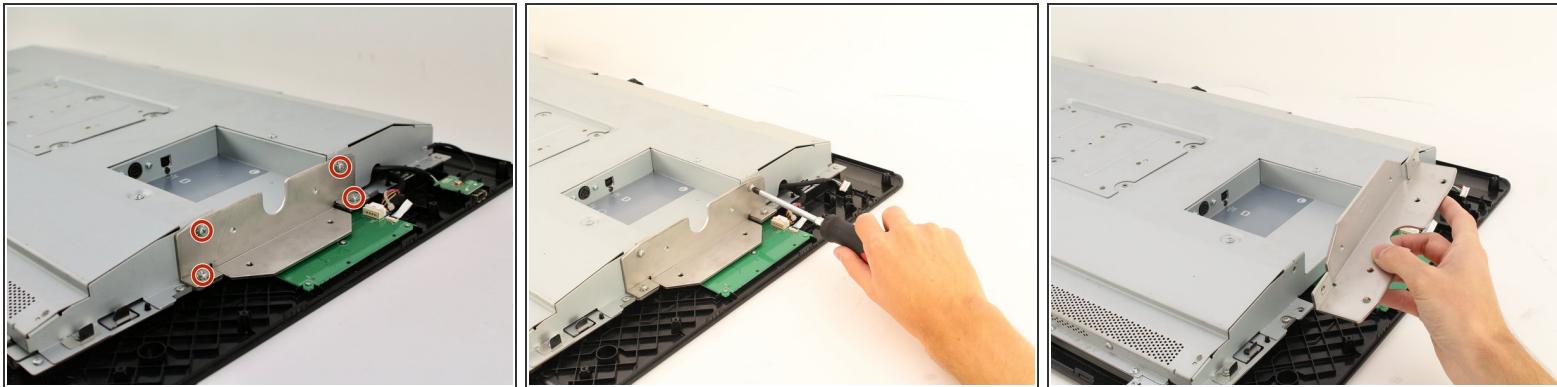
- Remove the two 8 mm Phillips #2 screws from the metal button plate by rotating the screwdriver counterclockwise.
- Remove the metal button plate from the back metal plate.

## Step 8



- Remove the button wires from the support clip by pushing down on the clip.
- Detach the button wires from the button board by pulling the button wires away from the board.
- Place the button board back in to the device.

## Step 9



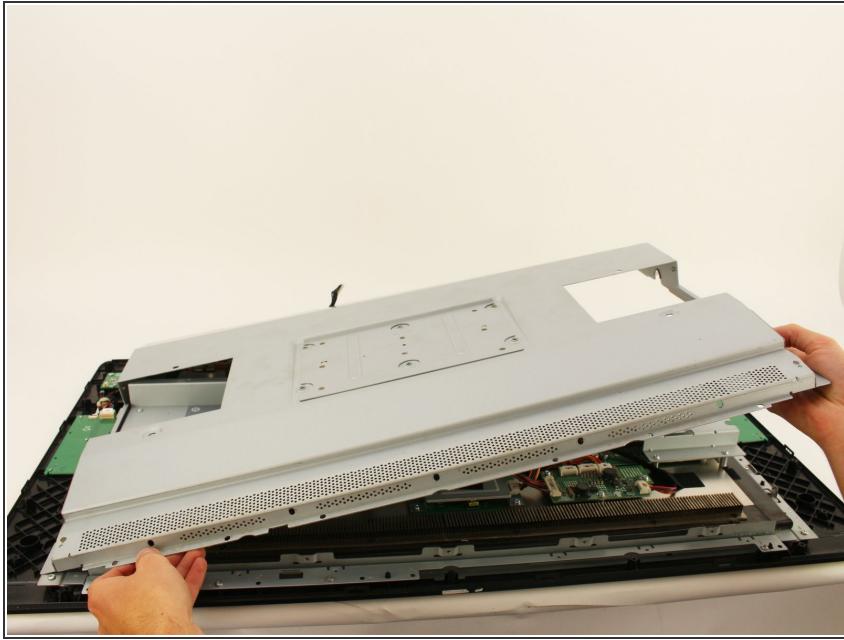
- Remove the eight (four on each plate) 10.2mm Phillips #2 screws with locking washers from the metal mounting plates by rotating the screwdriver counterclockwise.
- Remove the two metal mounting plates.

## Step 10



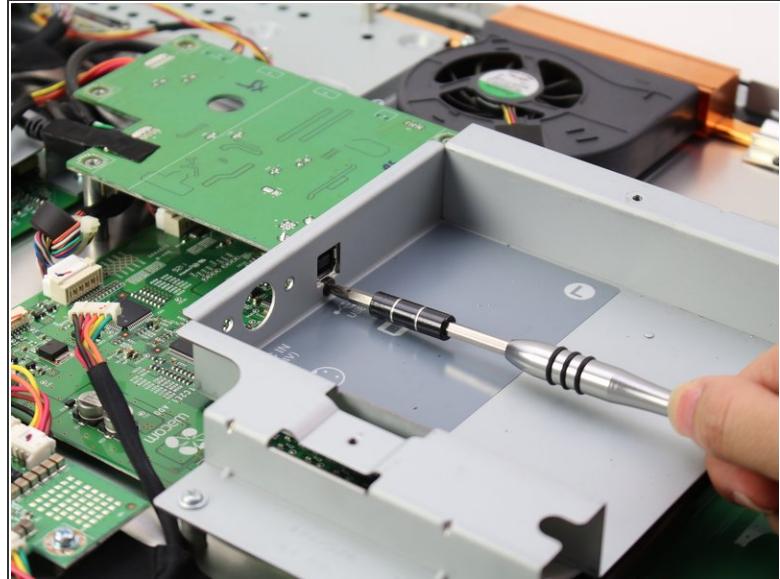
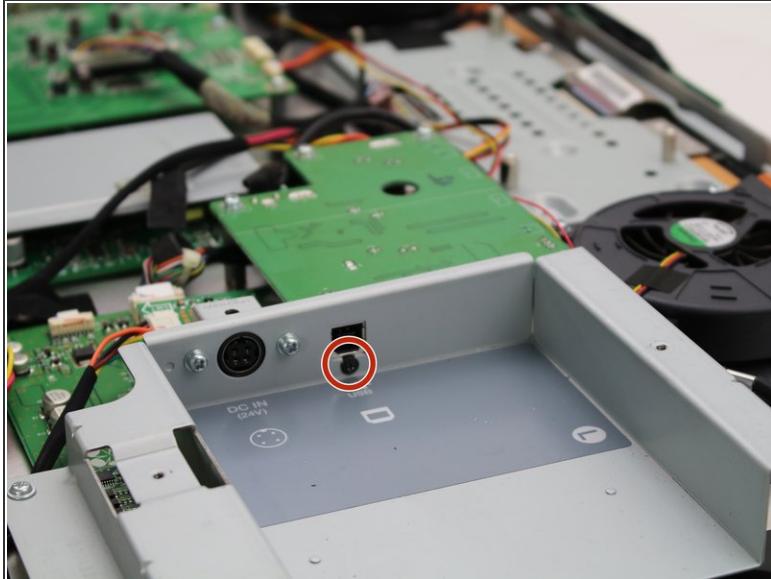
- Remove the sixteen 8 mm Phillips #2 screws with flanges from the horizontal side of the plate by turning the screwdriver counterclockwise.
- Remove the ten 8 mm Phillips #2 screws with flanges from the vertical sides of the plate by turning the screwdriver counterclockwise.

## Step 11



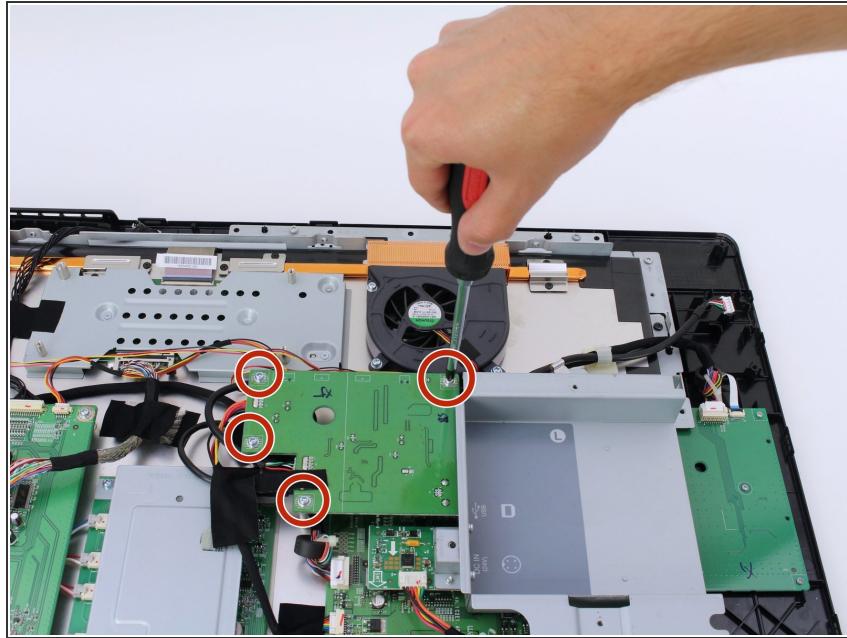
- Remove the back metal plate by lifting up along one edge, then lifting the plate off and away from the device.

## Step 12 — USB Video Port



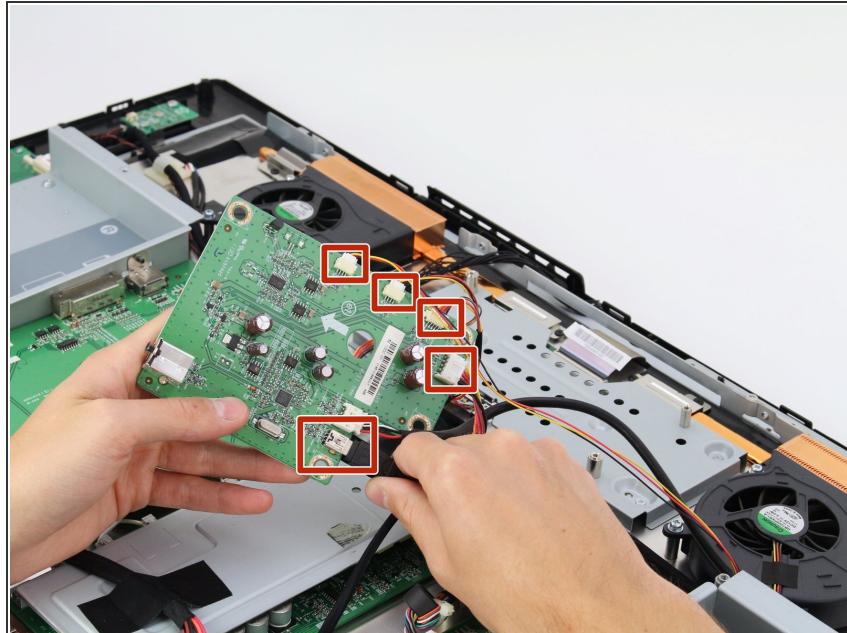
- Remove the one 6.8mm Phillips #1 screw by turning the screwdriver counterclockwise.

## Step 13



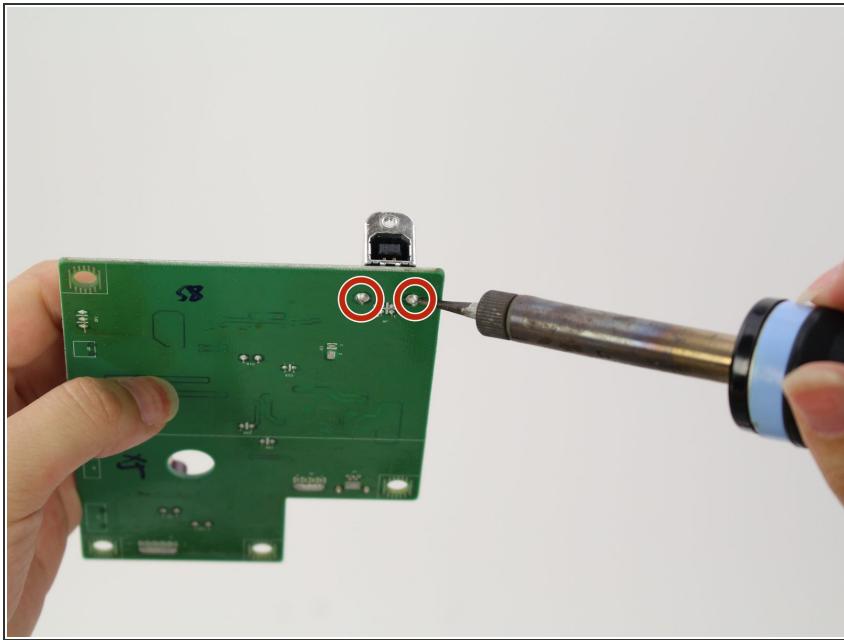
- Remove the four 8mm Phillips #1 screws with flanges by turning the screwdriver counterclockwise.

## Step 14



- Remove the five cables connected to the USB board by pinching near the connector and pulling the cables straight out.

## Step 15



- Remove USB video port by desoldering at the connection points on the board.

**i** iFixit has a soldering guide that you can find [here](#).

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