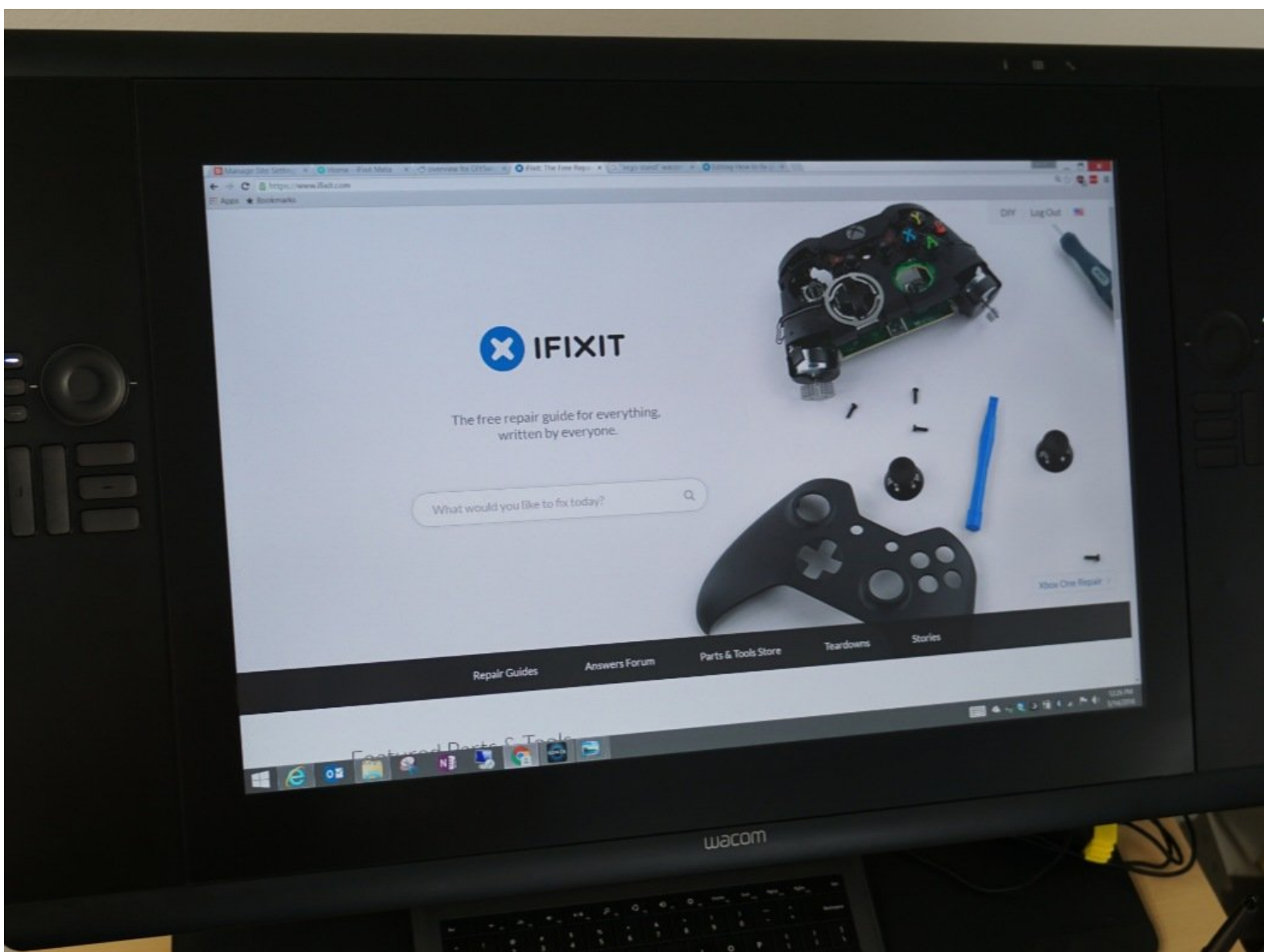




How to fix glitchy Hardware Control Buttons in Wacom Cintiq 24HD

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

Written By: DIY Security Guy



INTRODUCTION

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

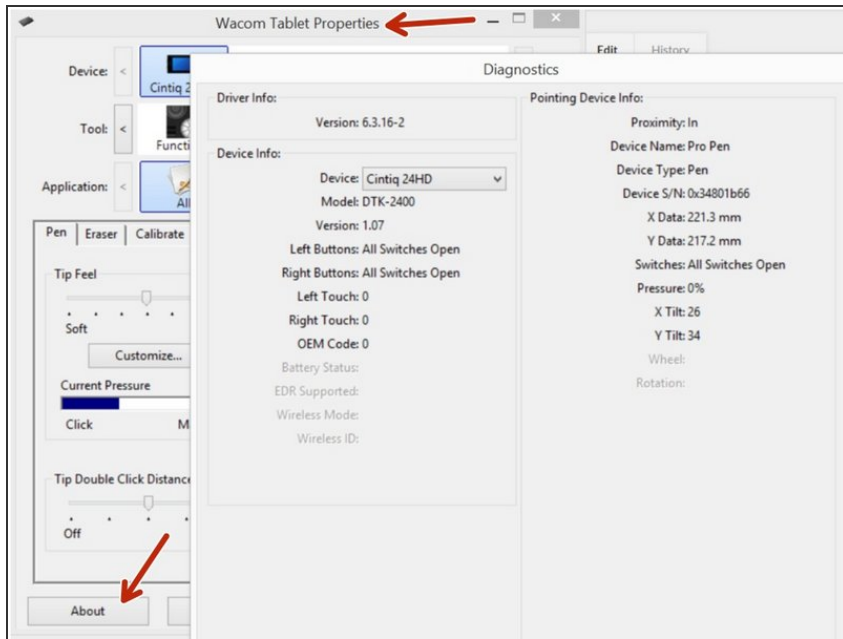
You will be disassembling your Wacom tablet and disconnecting a tiny ribbon cable.



TOOLS:

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



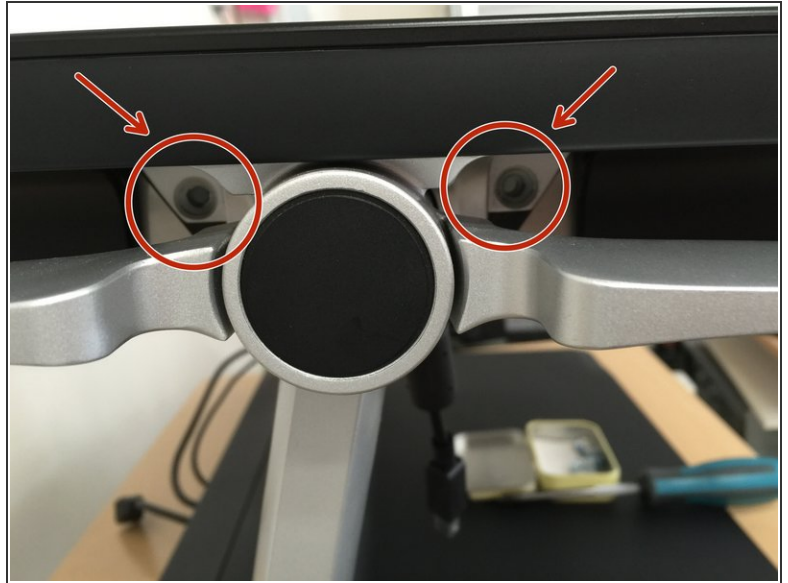
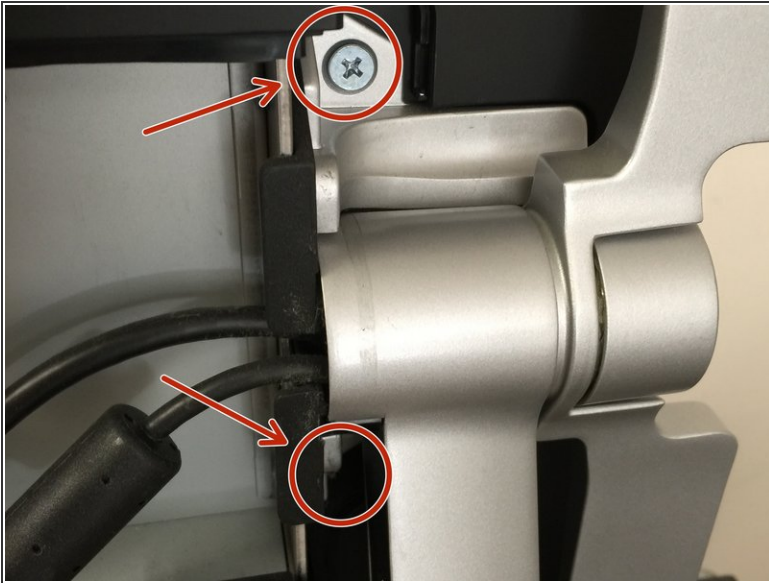
- If you have the ERGO stand, we need to start removing that first. Turn the Wacom around so you can start on the back.
- Pry off the rear covers.

Step 4 — Disconnect Ergo Stand Cables



- Disconnect the cables on both sides. 4 total.

Step 5 — Remove Ergo Stand Screws



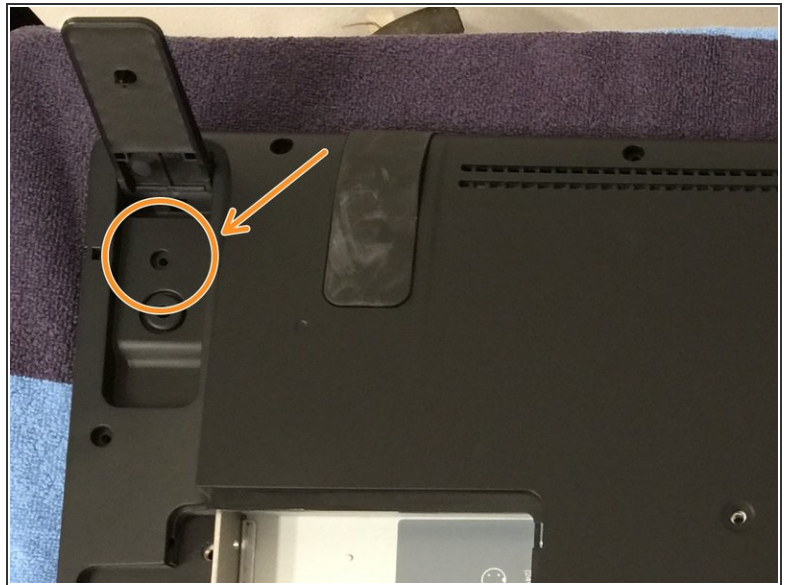
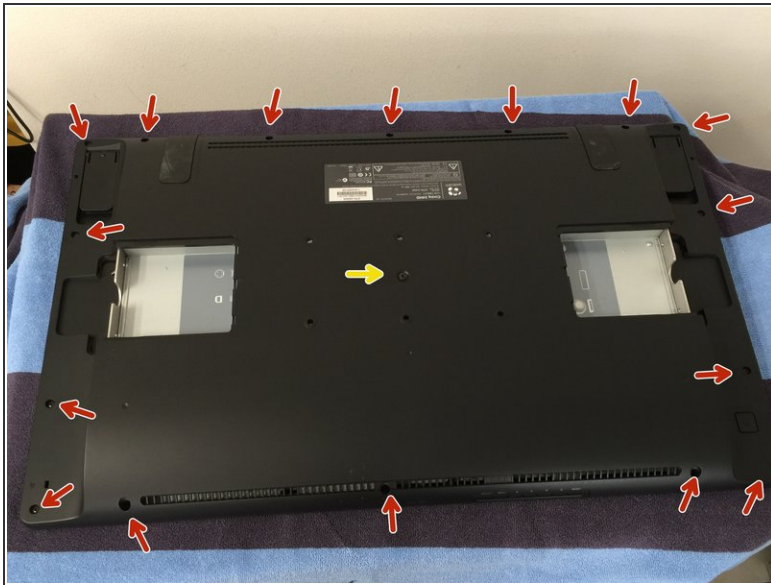
- One each side of the ERGO stand, remove 4 screws.
- Be careful not to let it fall over

Step 6 — Move heavy things



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

Step 7 — Open Wacom



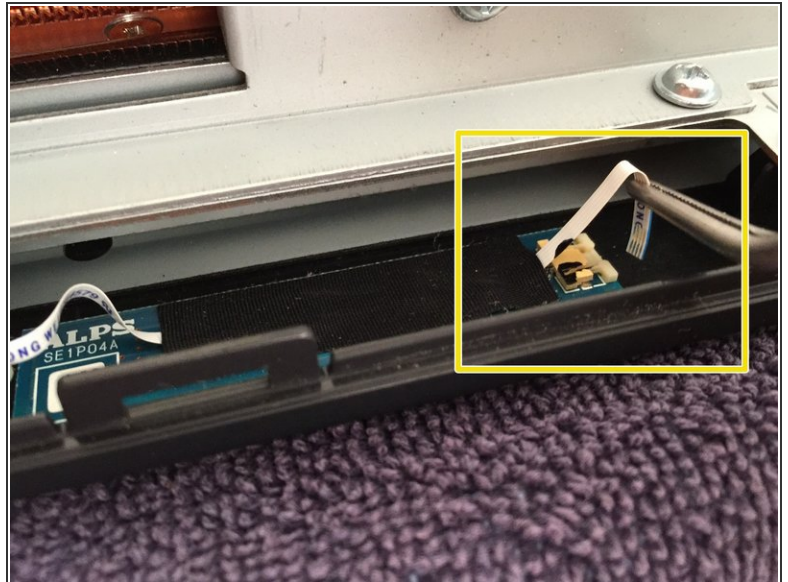
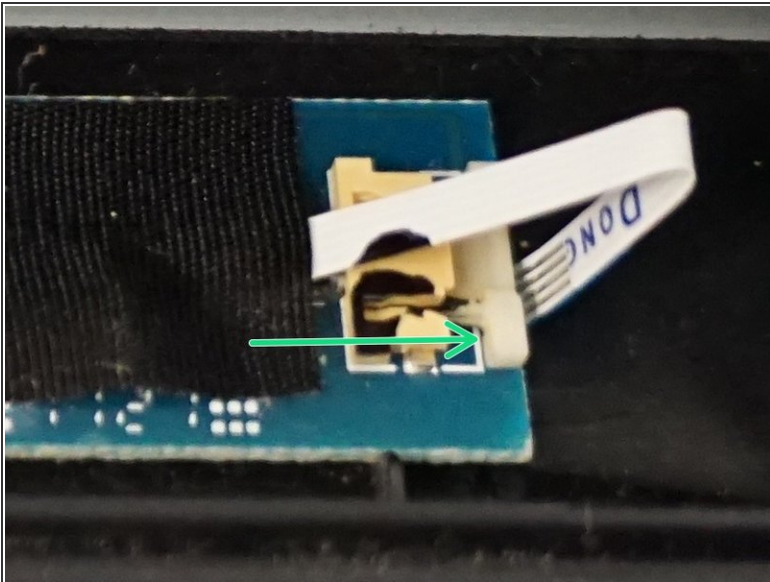
- Place Wacom tablet face down on towel
- Remove rear screws
- All screws are the same, except the center one.
- Don't forget to lift up these things and get the hidden screws (2)

Step 8 — Pop off rear panel



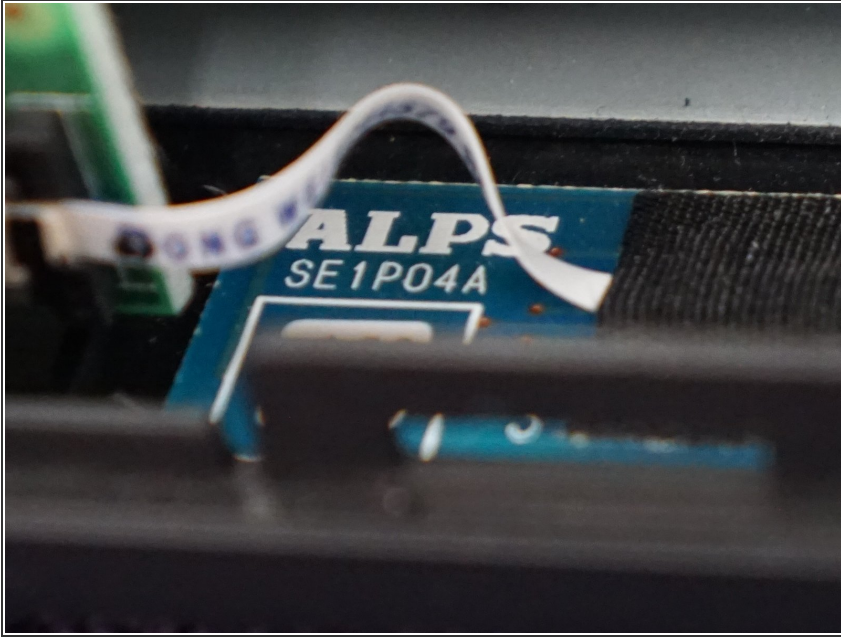
- Now carefully pop off the rear plastic cover. Start at the top near the buttons and work toward the bottom.

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.