

Touchpad Unstable

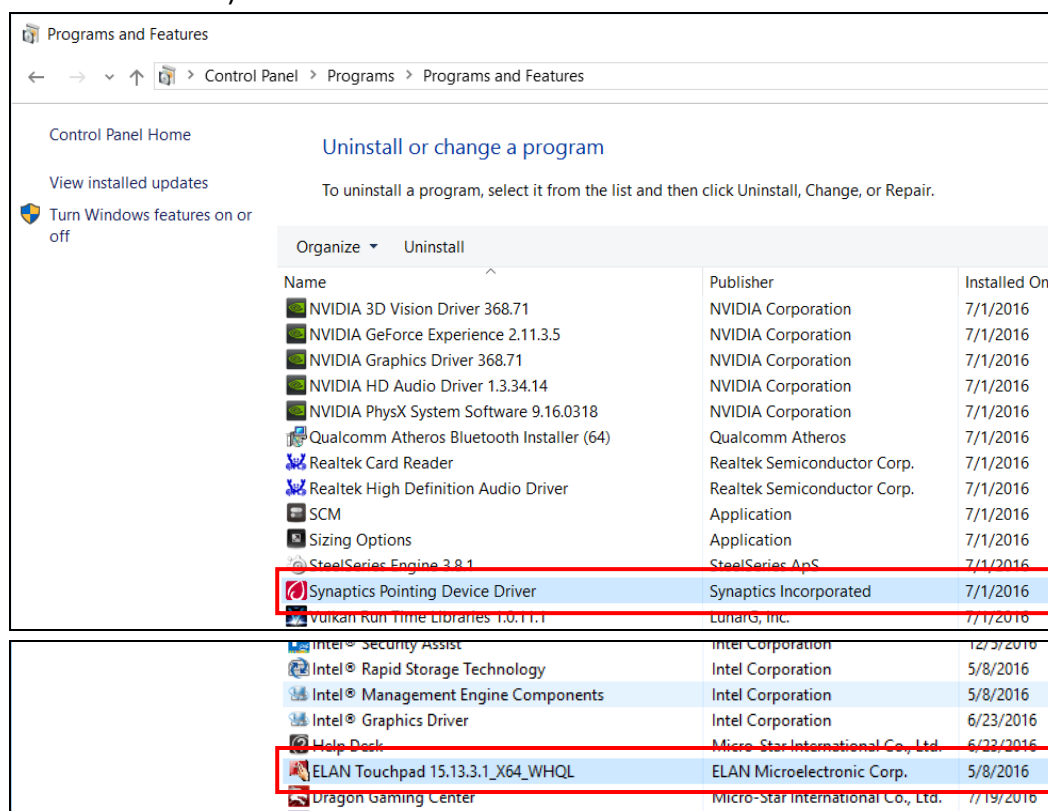
Affected Model: All Models.

This document provides you detail instructions on troubleshooting touchpad erratic, unstable, not responding or not functioning etc. The problem might happened when the latest Windows Update has updated some hotfixes which caused the touchpad driver conflicts. If you have encountered any of these problems, please follow the instructions below to try solving them.

Q: What should I do if the touchpad suddenly become erratic, unstable, not responding or has no function?

- I. Uninstall the Synaptics Touchpad Driver or ELAN Touchpad Driver from Windows Control Panel.

(Right click on Windows "Start" logo and select "Control Panel" > Programs > Uninstall a program > double click on "**Synaptics Pointing Device Driver**" or "**ELAN Touchpad**" to remove the driver)



**The driver or software update of some external mouse or pointing devices may also cause the touchpad unstable. To avoid the possible compaitiblity problem, please uninstall the driver or software of the external device, unplug it from the notebook. After completing the troubleshooting steps and confirming that the touchpad can work without problems, re-install the latest driver or software for your external devices afterwards.*

- II. Run Windows Update until everything is up to date and have [the latest version of Windows Update](#) in Windows 10.

(The OS Version and OS build can be checked at Control Panel > System > 'About' tab)

**Multiple system restarts may be needed before completing the Windows Update.*

- III. Restart the system after the driver is uninstalled, download and install the latest Touchpad driver released on [MSI website](#).

(Type your notebook model on the search column located at the upper right corner of MSI global website > Download > find the touchpad driver under Driver tab)

If you have encountered update failure when running Windows 10 Update or the driver re-installation process, [restore the system back to the factory settings](#) and follow the steps above to run the Windows Update and re-install the Touchpad driver once again.

Contact MSI local service center for further help if none of above actions help with the problem.