[Troubleshooting] Touchpad does not response
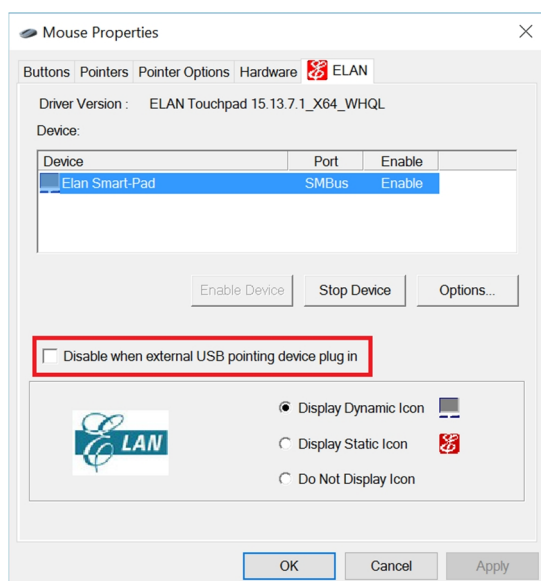This document applies to all MSI Notebook which supports Windows 10.
To know whether the product supports Windows 10 or not, please visit MSI website and find the Specification page (OS) of your product.

If the touchpad is not responding, please refer to the troubleshooting steps below:

1. Remove all external USB devices.

2. Uncheck the item "Disable when external USB pointing device plug in" in Mouse Properties page. Select Apply and click on OK to save the settings.
   (Right click on the touchpad icon located at the notification area and select Property of Touch-Pad or Pointing Device Properties > under ELAN or Device Settings tab)

<div align="center">

ELAN Touchpad Setup Menu   **Synaptics Touchpad Setup Menu**

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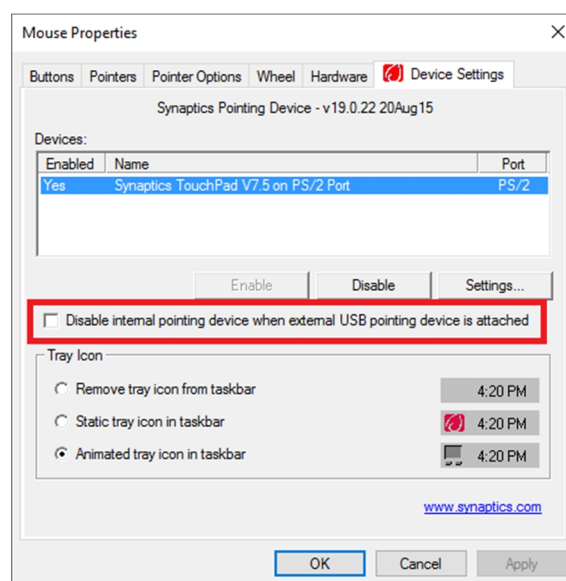
3. Uninstall the current touchpad driver and re-install again with the version released on MSI website.
   (Follow the instructions to update the touchpad driver)

4. (SSE supported models only^1)
   Uninstall the current SteelSeries Engine Application and re-install with SSE 3.10.5 or later versions.
   (Follow the clean installation guide to update the SteelSeries Engine)
   [1] To know whether the product supports SteelSeries Engine or not, please visit MSI website and find the Overview page (Control) of your product.