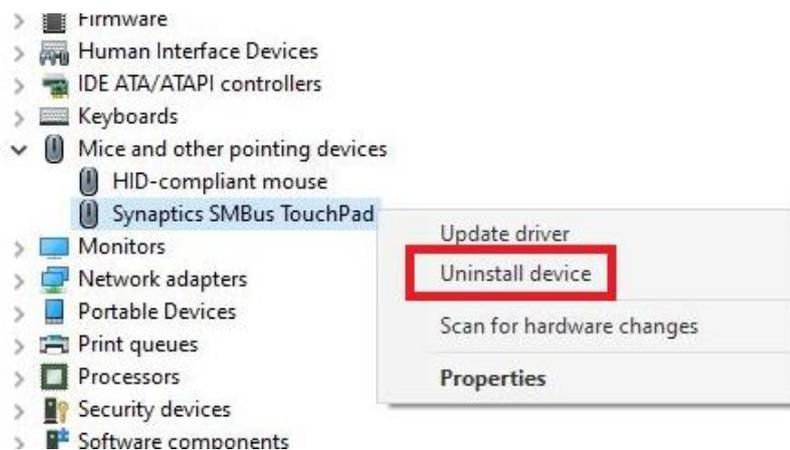


[Product Information] The behavior of the Synaptics touchpad is changed after updating the touchpad driver

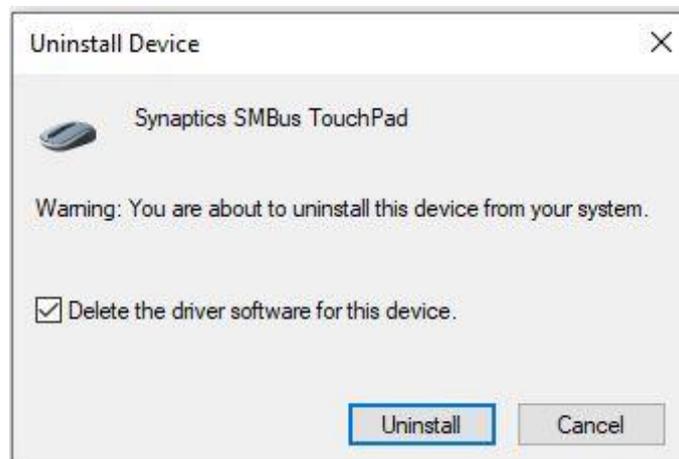
After installing the Synaptics touchpad driver version 19.5.31.11 or later versions, when using the Synaptics touchpad, it's a normal behavior that the cursor on the screen isn't moving when the finger slides slowly on the touchpad. If this change on the behavior affects user experience when using the touchpad, please follow the instructions below to roll back the touchpad driver (versions earlier than 19.5.31.11) in order to change the behavior of the touchpad.

Roll back the touchpad driver

1. Download the [touchpad driver](#) from MSI as well as the ["Show or hide updates" troubleshooter](#) from Microsoft and save for later.
2. Disconnect from the Internet.
3. Go to **Device Manager > Mice and other pointing device > Synaptics SMBus Touchpad**.
4. Right click "Synaptics SMBus Touchpad" and select "Uninstall device".



5. Select the option "Delete the driver software for this device".

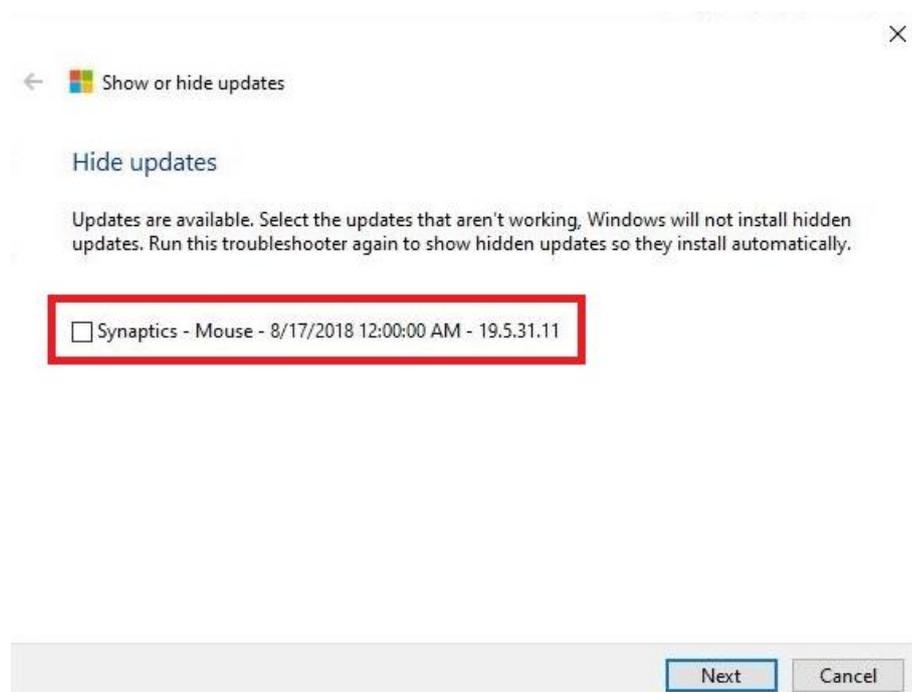


6. Restart the notebook.
7. After uninstalling the driver, in **Device Manager > Mice and other pointing device**, check if a device named "PS/2 Compatible Mouse" shows up.

If not, and if the "Synaptics SMBus Touchpad" device still appears in Device Manager, follow Step 2 to Step 6 until "PS/2 Compatible Mouse" shows up in Device Manager.



8. Install the driver downloaded in Step 1.
9. Connect to the Internet.
10. Run the "Show or hide updates" troubleshooter downloaded in Step 1
11. Select "Hide updates". The Synaptics touchpad driver version 19.5.31.11 will show up in the window.
12. Select the option and click "Next" in order to hide this specific driver update.



13. Wait for the process to complete.