

Touchpad freezes: Causes and effective solutions

A frozen touchpad, if not fixed promptly, can seriously affect the user experience. Let's explore the details with HACOM here.

For those who regularly use laptops, the touchpad is an important component to replace a handheld mouse. However, if **the touchpad freezes** or is unstable, this can seriously affect the user experience. In this article, **TipsMake** will share the causes of this situation and quick and effective ways to fix it when the Touchpad is not working.

Why is the touchpad frozen?

In essence, there are two main causes of laptop touchpad freezing: hardware and software problems.

Hardware cause

Some of the most common hardware-related causes of touchpad freezing in Windows 10 are:

1. The first issue to consider is the charging process. If the charger is not providing enough current to the system, this can lead to a **frozen touchpad** and in some cases, can cause the **laptop** keyboard to malfunction.
2. Damaged contact circuit or incomplete contact **of the mainboard** can cause many errors from the components inside the system.
3. Scratched touchpad surfaces will also make them less smooth and responsive than before.



Caused by software

The software causes the laptop to display the message 'notebook touchpad not working' as follows:

1. It may be due to the user accidentally turning off the touchpad function on **the laptop keyboard** .
2. If you encounter a situation where you can still move the mouse pointer but cannot perform clicks, it may be due to an error in the Synaptics TouchPad settings.
3. Driver installation conflicts can also cause the touchpad to stop working on your laptop.
4. Additionally, using incompatible antivirus software or installing an incompatible Windows operating system can also cause the 'HP touchpad does not work' issue.



Effective ways to fix frozen touchpad

To fix the annoying situation when the touchpad does not work, you can apply some of the following fixes:

Re-enable Touchpad

When **the touchpad freezes**, you can turn the touchpad on/off via the function key. This is a quick fix for the touchpad not working and has been used by many people with good results. The location of this function key combination may vary depending on the computer model and you should try turning the touchpad on/off several times.

For example, some key combinations to fix the touchpad are as follows:

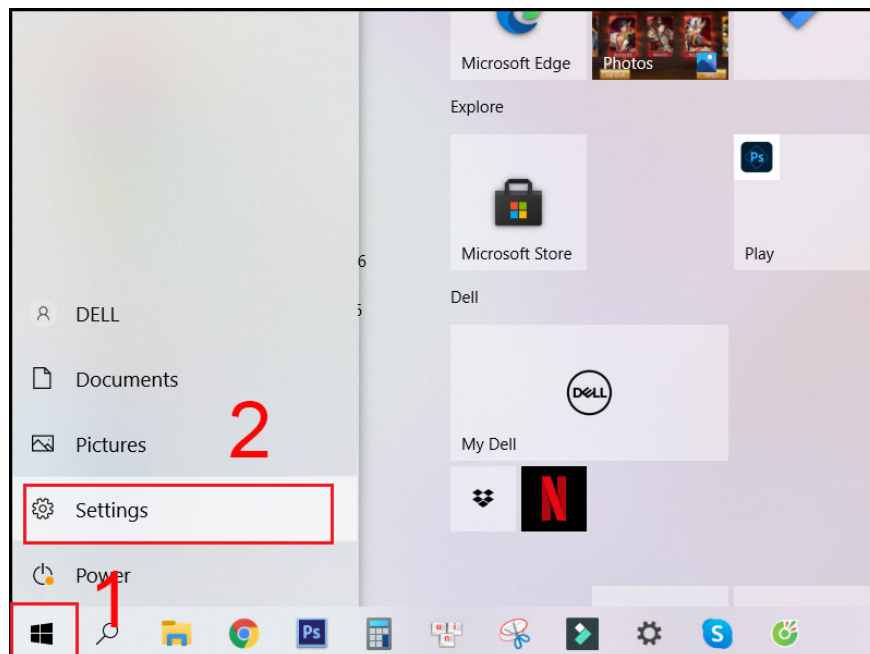
1. **On Asus laptop** : key combination Fn + F9.
2. **On Acer laptops** : key combination Fn + F7.
3. **On Dell laptops** : key combination Fn + F3.
4. **On Lenovo laptops** : key combination Fn + F6.

Try adjusting the Touchpad Sensitivity

Touchpad Sensitivity is a setting that allows your device to increase the touchpad response time while you are typing. This feature helps to reduce the amount of time your hand rests on the touchpad while typing. So, you can adjust the touchpad sensitivity to the lowest level and check if the **touchpad freeze** problem is resolved.

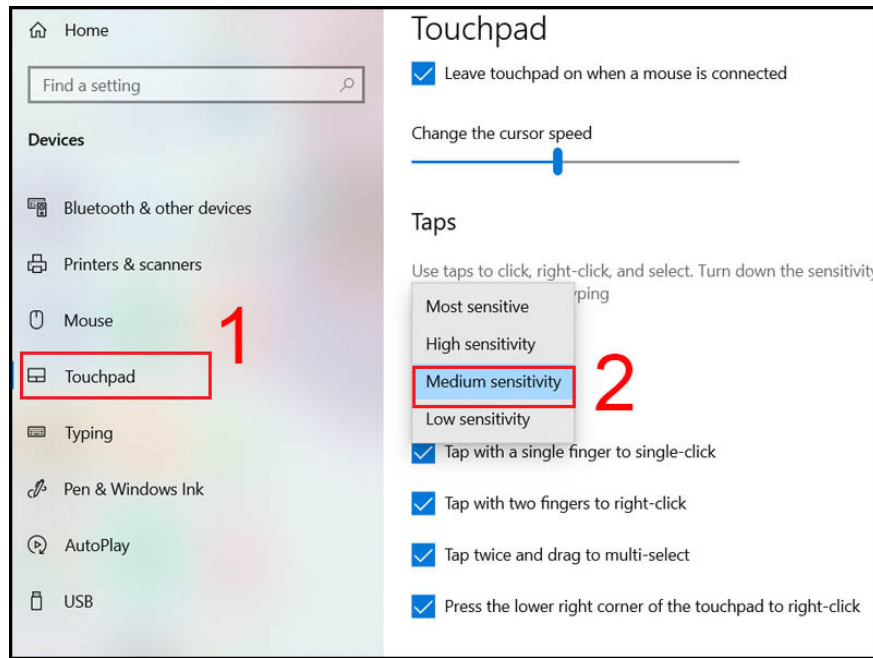
Step 1: Open Settings

Open the Start menu in the lower left corner of the screen and select Settings.



Step 2: Open Touchpad Sensitivity

Under Devices, click on Touchpad Settings and then select Touchpad. Next, click on the 'Touchpad Sensitivity' option. Here, you just need to choose Medium Sensitivity or Low Sensitivity.



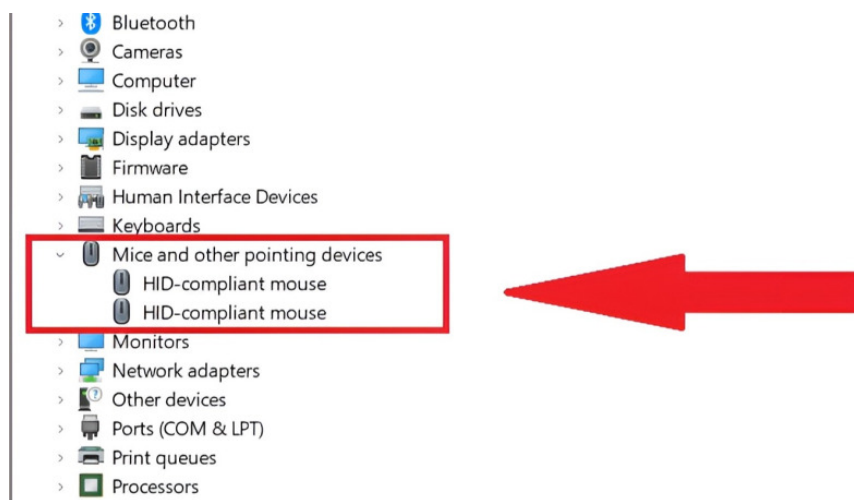
Finally, restart your computer and check if the touchpad is still frozen.

Remove external mouse drivers

The touchpad on a laptop works similarly to a regular computer mouse, so there will be a separate driver for the computer system to recognize. During use, it is possible that you have connected some external mice, which can cause conflicts with existing drivers, leading to general touchpad errors and Dell touchpad freezing.

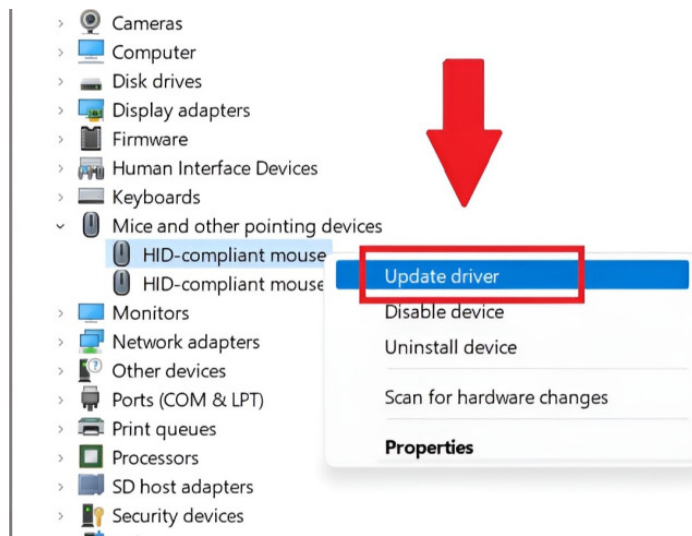
Step 1: Open Mice and other pointing devices

Press the Windows key + X, then select "Device Manager". When the Device Manager window opens, find and select the "Mice and other pointing devices" section.

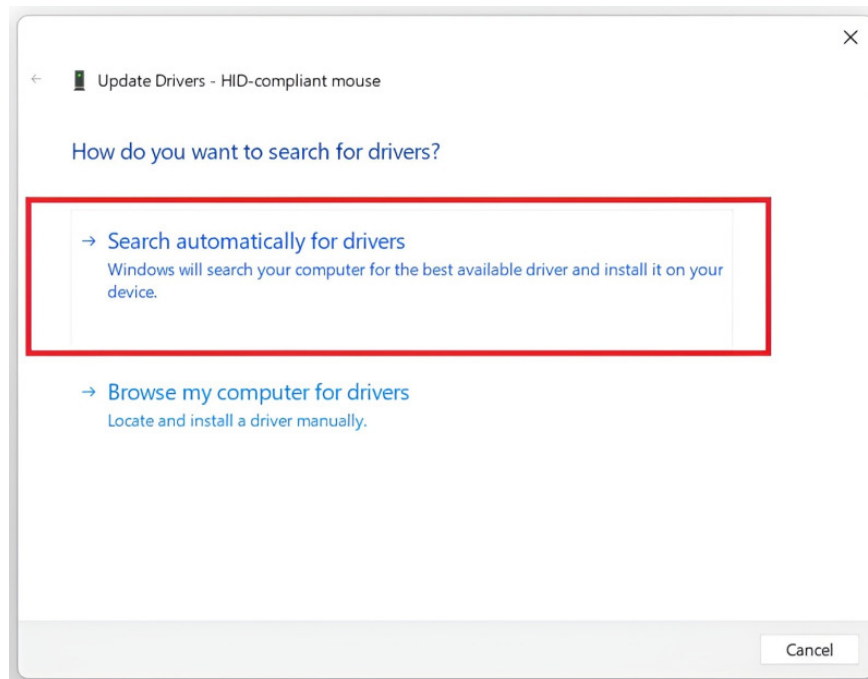


Step 2: Complete driver deletion

Right click on the computer mouse driver and select "Update Driver Software."



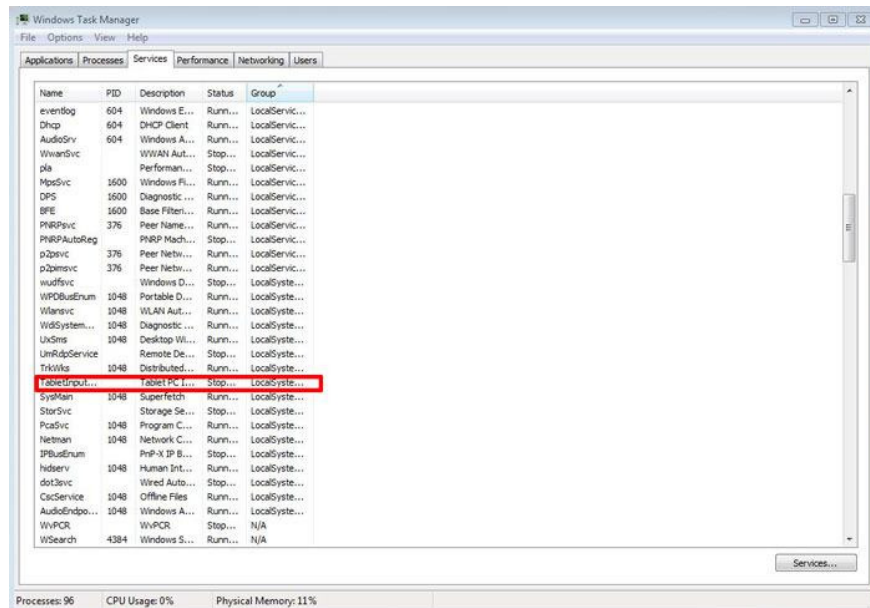
Next, select the line "Search automatically for drivers". When the update process is complete, click "Close" and restart the computer to check the **frozen touchpad status again**.



Disable Tablet PC Input Service

For some Windows tablets, the mode that manages the stylus function, Tablet PC Input Service, may conflict with the Touchpad. Therefore, you should disable it by using the Win + R key combination.

Then, type the command "services.msc" and your computer will display a list of running services. Find the "TabletInputService" or "Tablet PC Input Service" entry, then right-click to disable it.



Take to warranty repair center

If you have tried all the troubleshooting methods and still can't solve the problem, take your laptop to a reputable repair center. It is possible that the cause of the frozen touchpad problem is due to:

1. The cable connecting to the motherboard is broken, or the pins are loose.
2. The control I/O chip on the main board is faulty.
3. Touchpad surface is broken and not working.

Since this is a hardware problem, you cannot fix it yourself but need to take it to the store for advice and repair.

So, TipsMake has just learned with you about the causes of **touchpad freezing** on laptops and effective ways to fix it. Touchpad is an important part of a laptop and when there is a problem, it can cause a lot of trouble during use. By understanding the causes and applying the solutions, you can quickly restore the touchpad to normal operation. Hopefully, the information in this article will help you solve all problems related to the touchpad to continue a smooth experience on your laptop.

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