

Windows laptops & PCs | Easy | 2 min read

Touchpad not working on my laptop

When a touchpad stops responding, it is often switched off by accident, or Windows has a minor glitch. It is usually quick to fix.

Quick fixes to try first

- Plug in a USB mouse, if you have one, so you can click around while you fix it.
- Look at the top row of keys for one with a touchpad symbol, often a small rectangle with a line. Press it, or hold the **Fn** key and press it.
- Make sure your fingers are clean and dry, and that nothing is stuck to the pad.
- Restart the laptop.

Step by step

1. Open **Settings** by pressing the Windows key and I together.
2. Windows 11: choose **Bluetooth & devices**, then **Touchpad**. Windows 10: choose **Devices**, then **Touchpad**.
3. Make sure the **Touchpad** switch at the top is **On**.
4. Look for an option about leaving the touchpad on when a mouse is connected. Turn it on if you want it to keep working with a mouse plugged in.
5. If you have no mouse, press the Windows key, type Touchpad, press Enter and use the Tab and arrow keys to move to the switch, then press the spacebar.

If that did not work

- Open **Settings**, then **Windows Update**, and install any updates, then restart.
- Try the troubleshooter. Open **Settings**, then **System**, then **Troubleshoot**, then **Other troubleshooters**. Menu names can differ slightly between versions.
- Check for water spills or recent drops. Those can damage the pad.

Avoid downloading touchpad drivers from unfamiliar websites. If a driver is needed, we can help you get the right one from the laptop maker.

When to get more help

Stop and email us if the touchpad still does nothing after a restart, the cursor jumps about on its own, the pad clicks but does not move the cursor, or the pad or case looks raised. Tell us the make and model and whether a USB mouse works.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.