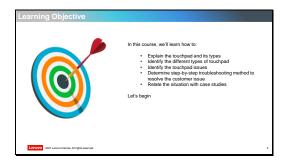
Smarter technology for all

Touchpad Issues

Participant Guide



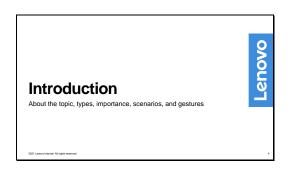
Welcome again!! We all have used laptops. At some times, the touchpad may not work properly.



. In this course, we'll learn how to

- Understand touchpad
- Identify the different types of touchpads
- Identify the touchpad issues
- Determine step-by-step troubleshooting method to resolve the customer issue
- Relate the situation with case studies

Let's begin





A TrackPad (also known as a touchpad) is a touchsensitive interface surface that allows you to manipulate and interact with your laptop computer using finger gestures, because mice are typically not included with laptops, the Trackpad provides an alternative method for moving the cursor around the screen, selecting and opening applications or programs, highlighting text, interacting with web browsers, and more.

Though the Trackpad has default settings that many people find useful right out of the box, it can also be customized under Settings to meet your specific needs.



You can create shortcuts and modify accepted gestures in this way to make them more natural to you.

For enhanced usability, Lenovo's ThinkPad Series includes multi-touch Trackpads, ergonomic keyboards, and the TrackPoint



A TrackPoint adds another way for users to interact with their laptops.

The TrackPoint is a small cursor control device that sits in the middle of the keyboard.

It's red and textured, with the appearance of a pencil eraser. Users can interact with the screen by pressing the TrackPoint.



To move the cursor, simply apply pressure in the direction you want the cursor to go; applying more pressure causes the cursor to move faster.

TrackPoint, like the Trackpad, includes shortcuts for ease of use. It can, for example, be used to scroll up and down rather than as a cursor.

The TrackPoint has the advantage of limiting all movement to a single direction.

Types of Touchpad

We have 4 different types of Touchpad available:

> Traditional Touchpads

> Becontess Touchpads Clickpads

> Secontess Touchpads Clickpads

> Positing Sticks

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We have 4 different types of Touchpads available:

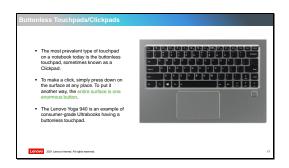
- Traditional Touchpads
- Buttonless Touchpads/Clickpads
- Static/Haptic Feedback Touchpads
- Pointing Sticks



- The classic touchpad is a rectangular, touchsensitive pad that is normally centered below the keyboard in the palm-rest of a notebook.
- The mouse is moved by moving your finger around the surface of this pad.
- Above/Below the pad are specialized left- and right-click buttons, as well as a center-click button on occasion.



- The benefits of a classic touchpad include its simplicity, dependability, and accuracy.
- There are separate buttons for left and right clicks, it's difficult to mix them up. Furthermore, because of its simplicity, this type of touchpad has the quickest learning curve.



- The most prevalent type of touchpad on a notebook today is the buttonless touchpad, sometimes known as a Clickpad.
- To make a click, simply press down on the surface at any place. To put it another way, the entire surface is one enormous button.
- The Lenovo Yoga 940 is an example of consumergrade Ultrabooks having a buttonless touchpad.

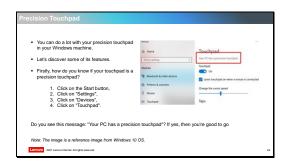




- A static touchpad is used by a small percentage of notebook computers.
- This type of touchpad resembles the previously described Clickpads, however, it does not move.
 Some of these pads include haptic feedback, although not all of them.
- Static touchpads often perform well, but the lack of actual click sensation will likely feel odd at first unless you spend a significant amount of time with it.
- This type of touchpad is generally used to add additional functionality, like pressure sensitivity, which would be inconvenient to have on a Clickpad for obvious reasons.
- The classic pointing stick is finally on our list. This is a tried-and-true alternative to a touchpad setup.
- The pointing stick is a rubber nub located in the center of a laptop keyboard, and it is usually complemented with specialized clicking buttons beneath the spacebar.
- Place your finger on the nub and gently press it in the direction you want the mouse to go. In this regard, it is like the trackball mouse.
- The most well-known pointing stick system is Lenovo's Ultra Navigation system on ThinkPad computers. The ThinkPad T490s is an excellent example
- On Windows 10, "Precision Touchpad" is a implementation designed to overcome the limitations found with traditional touchpads.
- Using this approach, instead of manufacturers having to build drivers that translate touchpad signals into mouse and gesture inputs, Windows 10 can understand the inputs directly.
- This means that on devices with supported hardware, the implementation can provide a more

accurate and reliable pointer, and it enables other features, such as a

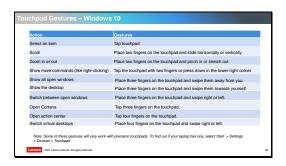
- Broader range of multi-touch gestures
- Accidental activation prevention
- Battery life
- Security
- The ability to customize a lot of new settings.



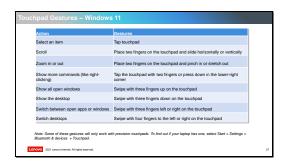
- You can do a lot with your precision touchpad in your Windows machine.
- Let's discover some of its features.
- Firstly, how do you know if your touchpad is a precision touchpad?
 - 1. Click on the Start button,
 - 2. Click on "Settings",
 - 3. Click on "Devices ",
 - 4. Click on "Touchpad".



Let's watch video that shows more about the precision touchpad settings.



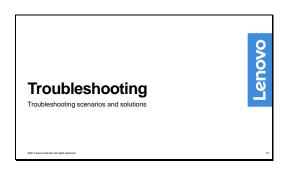
Check out these gestures on the touchpad of Windows 10 laptop.



Check out these gestures on the touchpad of Windows 11 laptop.

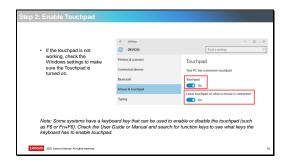


Lenovo brought up those laptops with the touchpad functionality. Regardless of its popularity, the user can face a few kinds of errors while working with Lenovo products. When the touchpad does not work, it will not show any results according to our requests.





- There's a lot of dirt, grime, and skin oils that can build up on your laptop over time.
- If it's been a while since you gave it a once-over, grab a soft cloth, moisten it with a bit of water (or isopropyl alcohol, if necessary), and give the touchpad a good cleaning.
- If it can more accurately detect your fingers dragging along the surface, it may respond better.



• If the touchpad is not working, check the Windows settings to make sure the Touchpad is turned on.

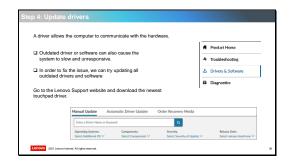
Note: Some systems have a keyboard key that can be used to enable or disable the touchpad (such as F6 or Fn+F6). Check the User Guide or Manual and search for function keys to see what keys the keyboard has to enable touchpad.



You can also enable or disable the touchpad in Mouse Properties and BIOS. Let's watch a video to see how this is done.



Check the touchpad sensitivity. If the sensitivity is too low, there may be intermittent issues with the touchpad.



A driver allows the computer to communicate with the hardware.

- Outdated driver or software can also cause the system to slow and unresponsive.
- ☐ In order to fix the issue, we can try updating all outdated drivers and software

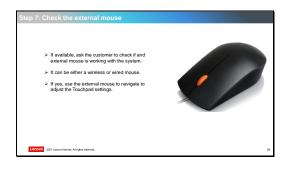
Go to the Lenovo Support website and download the newest touchpad driver.



- Your Touchpad might not respond because it is not enabled or needs to be reinstalled.
- You can use Device Manager to enable and reinstall the touch screen driver.



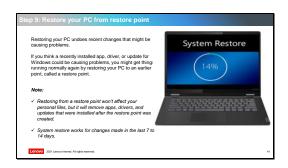
One of the best ways to get the most out of your PC is to make sure you have the latest version of Windows installed. When you check for updates, your PC will also search for the latest device drivers, which can also help improve your PC's performance.



- If available, ask the customer to check if and external mouse is working with the system.
- It can be either a wireless or wired mouse.
- If yes, use the external mouse to navigate to adjust the Touchpad settings.

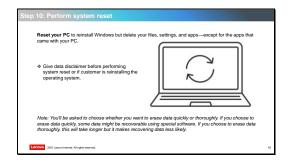


 Reboot the computer and enter Safe mode to see if the touchpad works normally.



Restoring your PC undoes recent changes that might be causing problems.

If you think a recently installed app, driver, or update for Windows could be causing problems, you might get things running normally again by restoring your PC to an earlier point, called a restore point.



Reset your PC to reinstall Windows but delete your files, settings, and apps—except for the apps that came with your PC.

Give data disclaimer before performing system reset or if customer is reinstalling the operating system.

Note: You'll be asked to choose whether you want to erase data quickly or thoroughly. If you choose to erase data quickly, some data might be recoverable using special software. If you choose to erase data thoroughly, this will take longer but it makes recovering data less likely.





