Operating system not responding

The first thing to check is whether the computer and operating system is not responding as well. It could be that the computer is frozen, meaning it is not responding to any commands you give it. In this case, the touchpad would also not be working.

To check this, try pressing the [Num Lock](http://www.computerhope.com/jargon/n/numlock.htm) or [Scroll Lock](http://www.computerhope.com/jargon/s/scrolock.htm) keys on the keyboard to see if any lights on the keyboard turn on or off. Many keyboards have little lights to indicate when Num Lock and Scroll Lock are activated. If your keyboard has this feature and the lights turn on and off when you press the Num Lock and Scroll Lock keys, then the computer is not frozen. If the lights remain on or off after pressing the keys several times, then the computer is likely frozen. Restart the computer to see if this resolves the problem and results in the touchpad working again.

External device

Some USB and PS/2 [input devices](http://www.computerhope.com/jargon/i/inputdev.htm) automatically disable the touchpad when connected. As a troubleshooting step, turn off the computer, disconnect all external devices, then start the computer again to ensure one of them has not turned off the touchpad. If this fixes your problem, you may still be able to use the device causing it by adjusting software settings in the Mouse properties utility. This is covered in the next section.

Check mouse settings

As we mentioned in the previous section, it is important to have a look at your mouse/touchpad settings, as they may keep your touchpad from working in certain circumstances. To access the mouse settings, follow the steps below.

**Windows users**

1. Navigate to the [Start Menu](http://www.computerhope.com/jargon/s/startmen.htm) or press the [Windows Key](http://www.computerhope.com/jargon/w/winkey.htm) and type change mouse settings in the Search field, then press Enter.
2. In the Mouse Properties window that opens, locate your touchpad settings. They are usually under the far right [tab](http://www.computerhope.com/jargon/t/tab.htm) next to Hardware (the name of the tab varies from manufacturer to manufacturer).
3. Ensure there is a check in the box next to Enable touchpad.
4. Adjust any other settings to your liking, then click Apply, then OK.
5. Test your touchpad.

**Mac OS users**

1. For Max OS X, access the System Preferences in the Apple menu at the top of the desktop screen. For MacBook Pro, click on the System Preferences icon at the bottom of the desktop screen.
2. In the System Preferences window, click on the Trackpad icon to open the Trackpad settings.
3. Adjust any trackpad settings you prefer to change.

**Test the trackpad to see if it works.**

Checking Device Manager and updating drivers

* 1. If the touchpad still isn't working, the windows [Device Manager](http://www.computerhope.com/jargon/d/devicema.htm) can tell you detailed information about hardware issues and help you update [drivers](http://www.computerhope.com/jargon/d/driver.htm). For example, if a device has a yellow exclamation mark or red X next to it, this is an indicator of hardware or software issues. To locate the touchpad in Device Manager, follow the steps below.

2 . Navigate to the Start Screen or press the [Windows Key](http://www.computerhope.com/jargon/w/winkey.htm) and type device manager, then press Enter.

3 Under Your PC, [double-click](http://www.computerhope.com/jargon/d/doublecl.htm) Mice and other pointing devices.

1. Locate your touch pad and [right-click](http://www.computerhope.com/jargon/r/righclic.htm) the [icon](http://www.computerhope.com/jargon/i/icon.htm) and select Update Driver Software...
2. Click Search automatically for updated driver software and follow the steps (if the drivers are out of date).
3. Tip: Right-clicking the touchpad icon gives you the option to either enable or disable it, depending on the device's status. If disabled, re-enable and test the touchpad. If it is already enabled, change it to disabled, then re-enable it. Sometimes toggling this setting "[reboots](http://www.computerhope.com/jargon/r/reboot.htm)" and fixes the touchpad.
4. [Identifying problems in Windows Device Manager.](http://www.computerhope.com/issues/ch001212.htm)