



New Reply



CallBob

X1 Carbon 7th Gen Touchpad Sensitivity

Options

2019-09-02, 9:20 AM

Posts: 9
Registered: 02-03-2012
Location: US
Views: 341
Message 1 of 7

Recently purchased ThinkPad Gen 7 X1 Carbon has a very sensitive touchpad. Passing the cursor over a link will often select the link without clicking. It even appears that links will get selected with my fingers hovering over the touchpad. That's probably extreme and and just my imagination but it's how it seems. That's how sensitive it is. The problem is also intermittent. It doesn't occur all the time. The problem is most common when I'm two finger scrolling. Since Microsoft took over the touchpad controls there is only one setting for touchpad sensitivity and it's under Taps. The difference between Most sensitive, High sensitivity, Medium sensitivity, and Low sensitivity is very slight. Even at Low sensitivity the touchpad will randomly select a link by just passing the cursor over it. Do I have a hardware problem I need to submit for a warranty claim or is this common?

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zoltanhegypsy

Re: X1 Carbon 7th Gen Touchpad Sensitivity

Options

2019-09-03, 6:59 AM

Posts: 7526
Registered: 01-13-2008
Location: US
Views: 2144038
Message 2 of 7

Is this a touchscreen model? I see some mention on the interwebs of issues with the touchscreen hardware or driver - re earlier models - that seem to affect touchpad behavior.

Z.

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The fine print: I do not work for, nor do I speak for Lenovo. Unsolicited private messages will be ignored - questions and answers belong in the forum so that others may contribute and benefit. ... Geez:Blog

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Quick Reply Reply



CallBob

Re: X1 Carbon 7th Gen Touchpad Sensitivity

Options

2019-09-03, 7:25 AM

Posts: 9
Registered: 02-03-2012
Location: US
Views: 341
Message 3 of 7

Thanks for responding.
No. It's not a touchscreen model.
Here are the specifications:
● Machine type 20QDCTO1WW
● Intel® Core™ i7-8565U Processor
● Windows 10 Pro 64
● 16GB LPDDR3 2133MHz (Onboard)
● 512GB Solid State Drive M.2 PCIe-NVMe, Opal

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zoltanthegepsy

Re: X1 Carbon 7th Gen Touchpad Sensitivity

Options

2019-09-03, 8:24 AM

Anything interesting in the Windows Update log? Is there an option to roll back the touchpad driver in Dev Mgr?

I'd suggest looking for an earlier driver on the Support page, but now that MS has taken over (I think...) touchpad software, there doesn't seem to be such a thing.

Z.

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Quick Reply Reply

Posts: 7526

Registered: 01-13-2008

Location: US

Views: 2144038

Message 4 of 7



CallBob

Re: X1 Carbon 7th Gen Touchpad Sensitivity

Options

2019-09-03, 8:55 AM

I went to the Synaptics site and got their newest software. It wasn't a driver. It was a firmware update. They didn't list any drivers. Same with Lenovo Vantage. There was only the same firmware update.

No previous driver to roll back to and no MS driver update in the WU log.

I've got the mega support package so if I don't get any workable solution here, I'll start a support ticket and see what they say.

It's really annoying. Other than that, it's a wonderful computer.

Quick Reply Reply

Posts: 9

Registered: 02-03-2012

Location: US

Views: 341

Message 5 of 7



CallBob

Re: X1 Carbon 7th Gen Touchpad Sensitivity

Options

2019-09-14, 8:51 AM

To restate the issue: From time to time while two finger scrolling, links the cursor passes over will open without tapping. I have had links open when my fingers aren't even on the touchpad. It doesn't happen all the time but it happens enough to be really annoying. I've seen the same complaint on other forums.

I've been working with a Lenovo engineer who has at least somewhat confirmed what they called the "ghost finger" where a link is selected when there are no fingers on the touchpad at all. They said, I "think this is the ghost finger. The most cause is the noise, may coming from the environment or system (power, LCD, NFC antenna if having)."

There were other explanations given for why links are selected when two finger scrolling. Some of them pointed at Microsoft so I booted the laptop using a live Ubuntu flash drive. When I went into Firefox and tried two finger scrolling, I got the same intermittent results. The trackpad was too sensitive and would click when I was scrolling. Even the slightest acceleration of my fingers as I put them back on the pad to scroll again would cause a link to open.

I've been using ThinkPads since the T41 was new. I've seen a few trackpads. This one is hyper sensitive. The only work around that I've found is to turn off tap-to-click completely. That's ok as a work around but it's annoying to spend as much money on a laptop and have to use a work around to surf the web.

I offer this here to see if anyone else has been experiencing this problem and if they have, ask what have they done about it. I'm asking for user experience.

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Posts: 9

Registered: 02-03-2012

Location: US

Views: 341

Message 6 of 7

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[X1C6/T480s] low cTDP and trip temperature in Linux	14
Moto Z2 Force wifi issues after Android 9 Pie update	12
Snipping Tool Has Orange Tint Now	9
Lenovo Legion Y530-15ICH не работает от аккумулятора	8
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February 21, 2020, 5:21 AM

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Posts: 1

Registered: 02-21-2020

Location: US

Views: 0

Message 7 of 7

New X1 Carbon 7th Gen, Type 20R1 user here reporting the same problem.

This laptop was purchased exclusively for travel I because of the aforesaid touchpad problem is totally unusable.

One example is a hyperlink gets clicked on inadvertently, which in my case can mean system shutdown or other undesirable action while managing clients' systems in online RMM console.





Can the laptop be returned?

There was another thread discussing the very problem:

<https://forums.lenovo.com/t5/ThinkPad-X-Series-Laptops/X1-Carbon-7th-Generation-Touchpad/m-p/4550434#M106172>

Now, it's been removed.

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