

[ACEkin](#)

Posts: 9

Member Since: 07-21-2015

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Spectre X360 touchpad and sound problems

07-21-2015 01:46 PM

Product Name: Spectre X360

Operating System: Microsoft Windows 8.1 (64-bit)

Aside from the touchpad, and occasional sound problems I am quite pleased with the laptop/convertible. The problems I have are as follows:

1. There is no middle-click that I can find, it is a serious problem
2. The two-finger scroll sometimes stops working, I have to restart or relogin to get it going
3. When the two-finger scroll works, often times it bounces and starts going in the opposite direction, very annoying, I would be moving my two fingers upward to scroll the page and suddenly it moves in the opposite direction by a couple of screen fulls
4. The entier touchpad can be clicked, what is the purpose of it if it does nothing? Can the center part be converted or programmed to function as middle-click?
5. For some reason, I lose sound altogether and I have to restart the computer to get the sound back

The items 1-3 and 5 are serious problems for me, if there is a solution I would like to know. If there is no solution I would like to know too and also would like to know the reason for those problems. I have checked the Synaptics settings and not been able to find anything related to the middle-click and the scroll bounce.

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08-02-2015 11:23 AM

Is this forum visited by HP staff or only for other HP users. I would like to get an HP tech to comment on these issues. My touchpad frequently stops recognizing multi-finger gestures like scroll up or down. The only solution is to log out and login again which is awfully inconvenient.

[ACEkin](#)

08-14-2015 06:26 AM

This is a horrible support forum HP. Why do you make believe you are providing support, this is more like testing the patience of your customers. I think I have purchased my last HP.

[kevin-t](#)

Moderator

08-14-2015 08:47 AM

[@ACEkin](#)

I have brought your issue to the attention of an appropriate team within HP. They will likely request

information from you in order to look up your case details or product serial number. Please look for a private message from an identified HP contact. Additionally, keep in mind not to publicly post personal information (serial numbers and case details).

If you are unfamiliar with how the Forum's private message capability works, you can learn about that [here](#). Thank you for visiting the HP Support Forum.

I work for HP. However I speak only for myself, not for HP nor anyone else

[ACEkin](#)

08-14-2015 09:52 AM

Thank you Kevin. Appreciate the nudge you gave to HP. Let's see when, or if they respond. As I write this, I have lost the multi-finger gestures on the touchpad AGAIN! I have to sign out after posting this message, quite annoying.

[CHI-Aviation](#)

08-14-2015 04:15 PM

Stupid question, but did you update all of the HP drivers yet? There are a TON which came out 8/12, including new Synaptics drivers.

I'm running Win 10 right now with pretty much no issues hardware-wise (one weird random powering on issue with lid closed after sleep, but I digress). I'm an Apple-certified tech, I've owned many Powerbooks/MacBook Pros over the years, but this x360 coupled with Win 10 is one of the best machines I've used in a few years. Mine's the 4003 model with the Core i7 and 256GB SSD (8GB RAM). I just updated the BIOS and all of the drivers yesterday and have been actively using the trackpad and playing back audio from within Chrome (streaming from rdio.com) with no issues. I'm even using AirParrot to "AirPlay" to my Denon amp!

I will say that prior to the latest Synaptics update, I was having trouble using the two-finger tap gesture to get right-clicking working, but that seems to be working well now.

[ACEkin](#)

08-14-2015 04:30 PM

All the updates are done, the TouchPad problems persist. The sound or the mic can go off without notice. I am now on windows 10 that has not addressed the problems.

[CHI-Aviation](#)

08-14-2015 04:58 PM

Hmm. I will say, my HP is a factory-refurbished unit, so they may have fixed an issue on it which you're having (unfortunately I don't know what was refurbished on it). Good luck!

[ACEkin](#)

08-16-2015 07:53 AM

Maybe I should have looked for a refurbished unit. Better yet, I should have read these forums before plunking down my money. In general, it is a good laptop but the problems are VERY annoying. I did receive an e-mail from HP support asking for my personal and computer information which I provided. Now, I am waiting.

[ACEkin](#)

08-21-2015 01:01 PM

Update:

Someone wrote to me asking for additional information which I provided. Then a case manager called and said I should speak with a tech support person and arranged for a tech support person call me between 6-8PM. The call did not come until 10:30PM and I got up from the bed to talk and allow the support to access to my computer. After replacing the touchpad driver and looking at a few settings he decided that I should talk to the case manager again.

The case manager called as promised around 3:30PM the next day and arranged for my laptop to be picked up for service. I recieved the shipping instructions and the box yesterday and shipped the unit within hours, now I am waiting. The problems I have been experiencing are intermittent but frequent, I reminded that to the case manager. She said she would make a note to have the hardware be replaced for the touchpad and the sound subsystem. We'll see.

What could be a honey of a laptop is seriously marred by strange touchpad problems. The disappearing audio is the icing on the cake. I hope they can nail the problem since I have already spent several hours backing up and removing my data, deactivating software so I can reinstall them in case they do a system restore (although I don't know why). If I have to go through this once more I will not be happy at all, not at all!

The moral of the story, don't simply read reviews but check the support forums of the product you are planning to buy.

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08-31-2015 08:09 AM

As of August 31, I am still waiting. The confirmation e-mail I received indicated that they received my laptop on August 21 and expected to have it returned to me on August 28. A few days ago, I received an e-mail informing me the new delivery date as Sept 3. I am quite disappointed with the whole process. I need to get ready for a presentation on Sept 9 and I still do not have my computer back, I am not even sure if I will have it back by Sept 3. This is a copy from the first confirmation I received:

Receipt Date of Customer Product: 08-21-2015

Expected Delivery Date: 08-28-2015

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09-07-2015 08:01 PM

Final update, disappointing.

I got a call on Sept 1 from a technician asking me what exactly was the problem with my laptop. I told

her that the case manager was going to note that they were intermittent but frequent problems. She told me that she had been using it all day and nothing happened and I asked her if she did not have anything else beyond using my laptop all day long. She said they would replace the touchpad and the speaker although the request was for the "sound system". She started and finished the repair and shipped it the same day, full 11 days after it was delivered to their facility according to their e-mail.

I was also expecting an arranged phone call from the case manager on Sept 1 around 3:30PM which never came. The laptop was delivered the next day and I had to reinstall my applications once more. The following day or so, the touchpad started acting up again and I had to logout and login to get it going.

Long story short, this has been a very poor ownership experience for me. The computer could be a very nice unit but marred by a series of touchpad problems. The repair they have done has not fixed it, sometimes I wonder why they even used a touchpad, might as well give a mouse with it.

About 10 years ago I had a bad experience with HP on similar matters, product and service were below par and removed HP from my products list for anything. I was fooled by the reviews of this convertible and ended up having the same experience. But, this time, I promise, I will not buy any HP products again. I will remember my \$1,000 down the drain.