

# Chromebook 3189 Touch screen ghost tapping and/or ghost click

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Follow the guidance provided in this article to resolve an issue with "Ghost tapping" or "Ghost clicking" which may occur on the Dell Chromebook 3189.

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## Ghost Tapping on the Touch Screen/Touch Pad

Your Chromebook 3189 may encounter a situation where the touch screen makes un-commanded system inputs, commonly known as "Ghost Tapping" or "Ghost Clicking", and this can cause disruption in system usage. The issue severity varies from mild, with a negligible effect on operation, to severe where it makes the system unusable. The issue can be intermittent or constant and is only present on some units.

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## Solution

Dell engineering has determined the root cause and has redesigned the touch controller and firmware to resolve the issue.

Make sure your system is updated to the latest version of the Operating System (version R63 or newer), which includes updated firmware. To schedule or verify getting the LCD panel replaced, please contact Dell Technical Support.

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