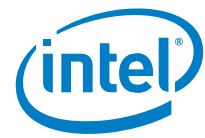




# Updating the Touchpad Firmware on the Intel® NUC 9 Extreme Laptop Kits LAPQC71A & LAPQC71B

---

*December 2020*



You may not use or facilitate the use of this document in connection with any infringement or other legal analysis concerning Intel products described herein. You agree to grant Intel a non-exclusive, royalty-free license to any patent claim thereafter drafted which includes subject matter disclosed herein.

No license (express or implied, by estoppel or otherwise) to any intellectual property rights is granted by this document.

All information provided here is subject to change without notice. Contact your Intel representative to obtain the latest Intel product specifications and roadmaps.

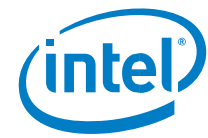
The products described may contain design defects or errors known as errata which may cause the product to deviate from published specifications. Current characterized errata are available on request.

Copies of documents which have an order number and are referenced in this document may be obtained by calling 1-800-548-4725 or by visiting: <http://www.intel.com/design/literature.htm>.

Intel and the Intel logo are trademarks of Intel Corporation or its subsidiaries in the U.S. and/or other countries.

\*Other names and brands may be claimed as the property of others.

Copyright © 2019, Intel Corporation. All rights reserved.



## Revision History

---

Date	Revision	Revision History
July 2020	1.0	Initial Release
September 2020	1.1	Product renamed
December 2020	1.2	Added troubleshooting recommendations

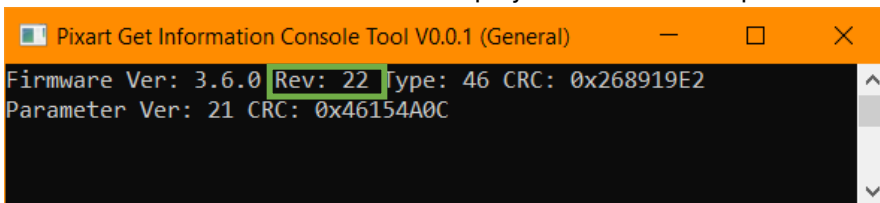


## 1.0 Touchpad Firmware Update Process

This document will guide you on to update the touchpad firmware on the Intel NUC 9 Extreme Laptop Kits LAPQC71A & LAPQC71B. Make sure to run the update with the power adapter connected.

**Note:** Do not run this firmware on the Intel NUC 9 Extreme Laptop Kits LAPQC71C & LAPQC71D. The touchpad may stop working.

1. Unzip the package; *Touchpad Firmware Update Tool for Intel NUC 9 Extreme Laptop Kits LAPQC71A & LAPQC71B-Version 25*.
2. Navigate to the *Uniwill General Console* folder and double-click on the application, **Uniwill Info General Console V0.0.1.exe** to display the current touchpad firmware.

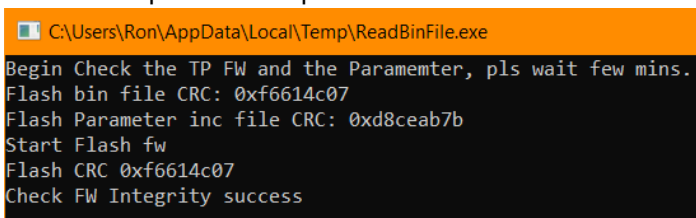


```
Pixart Get Information Console Tool V0.0.1 (General)
Firmware Ver: 3.6.0 Rev: 22 Type: 46 CRC: 0x268919E2
Parameter Ver: 21 CRC: 0x46154A0C
```

3. **Rev: xx** is the current firmware version on the device. If the device needs to be updated, navigate to the main folder and double-click, **TP1470\_FW\_V25\_0622.exe**.

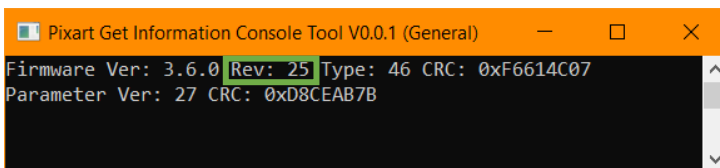
**Note:** Do not use the touchpad during the update process

4. A Command Prompt Window will open and run through the process. The window will close when the process completes.



```
C:\Users\Ron\AppData\Local\Temp\ReadBinFile.exe
Begin Check the TP FW and the Paramemter, pls wait few mins.
Flash bin file CRC: 0xf6614c07
Flash Parameter inc file CRC: 0xd8ceab7b
Start Flash fw
Flash CRC 0xf6614c07
Check FW Integrity success
```

5. Restart your Intel NUC 9 Extreme Laptop Kit.
6. To check the firmware version, navigate to the *Uniwill General Console* folder and double-click on the application, **Uniwill Info General Console V0.0.1.exe** to display the current touchpad firmware.

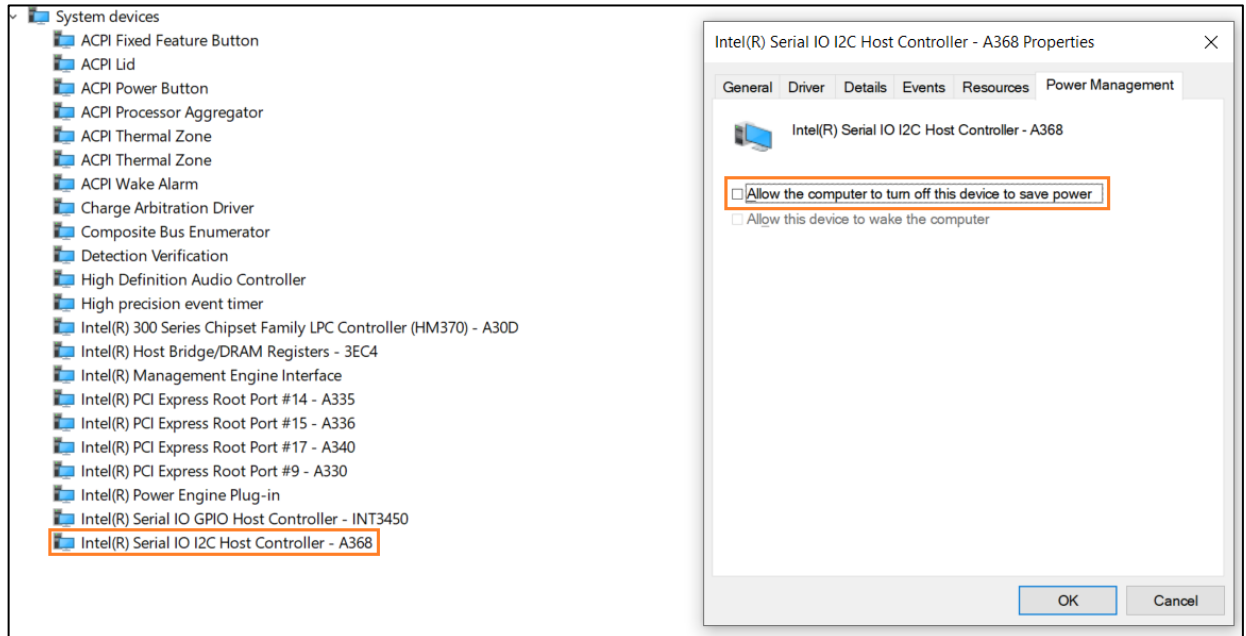


```
Pixart Get Information Console Tool V0.0.1 (General)
Firmware Ver: 3.6.0 Rev: 25 Type: 46 CRC: 0xF6614C07
Parameter Ver: 27 CRC: 0xD8CEAB7B
```

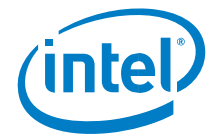
## 1.1 Troubleshooting

If you've received an error and/or the update failed, please make sure you follow the below suggestions, and then run the firmware update again.

1. Open *Device Manager* -> select the arrow next to **System devices**, to expand the selection, -> double-click on **Intel® Serial IO I2C Host Controller** -> Select the **Power Management** tab -> Make sure that *Allow the computer to turn off this device to save power* is de-selected.



2. Disable all anti-virus software, including Windows Defender-both **Real Time Protection & Tamper Protection**. To get to those fields:
  - a. Open **Settings** -> Select **Update & Security** -> Select **Windows Security** -> Select **Virus & threat protection** -> Beneath, *Virus & threat protection updates* select, **Manage Settings** -> in the new window that opens, turn off: **Real-time protection & Tamper Protection**




## Virus & threat protection settings

View and update Virus & threat protection settings for Microsoft Defender Antivirus.

### Real-time protection

Locates and stops malware from installing or running on your device. You can turn off this setting for a short time before it turns back on automatically.

 Real-time protection is off, leaving your device vulnerable.

Off

### Cloud-delivered protection

Provides increased and faster protection with access to the latest protection data in the cloud. Works best with Automatic sample submission turned on.

On

### Automatic sample submission


Send sample files to Microsoft to help protect you and others from potential threats. We'll prompt you if the file we need is likely to contain personal information.

On

[Submit a sample manually](#)

### Tamper Protection

Prevents others from tampering with important security features.

 Tamper protection is off. Your device may be vulnerable. [Dismiss](#)

Off