

Windows: Missing Cursor on Windows Laptops

Last Modified on 10/09/2025 10:09 am PDT

Occasionally, users may notice that the mouse cursor disappears entirely on their Windows laptop. This issue is often related to a display or driver glitch that resolves with a full system shutdown.

Steps

1. Save and close all open documents or applications.
2. Open the Start menu.
3. Click Shutdown.
 - Important: You must perform a full shutdown, not a restart.
4. Wait for the laptop to power off completely, then turn it back on.

After the system restarts, the cursor should reappear and function normally.

Additional Notes

If the problem persists after a full shutdown, contact ithelp@hw.com.
