

3. Display and Touch Setup On Windows

Important information on how to setup the display and touch function on Windows

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1. Windows - Display and Touch Setup

On Windows, first disable the Taskbar on Multiple Displays

Multiple displays

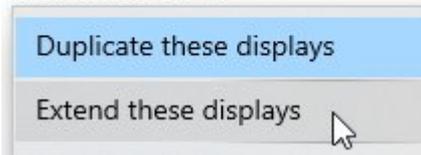
Show taskbar on all displays



Then, choose to Extend the Displays, from Display Settings

Multiple displays

Multiple displays



Set, the magnification (Scaling) on Windows to **100%** on the MP Controller's display.

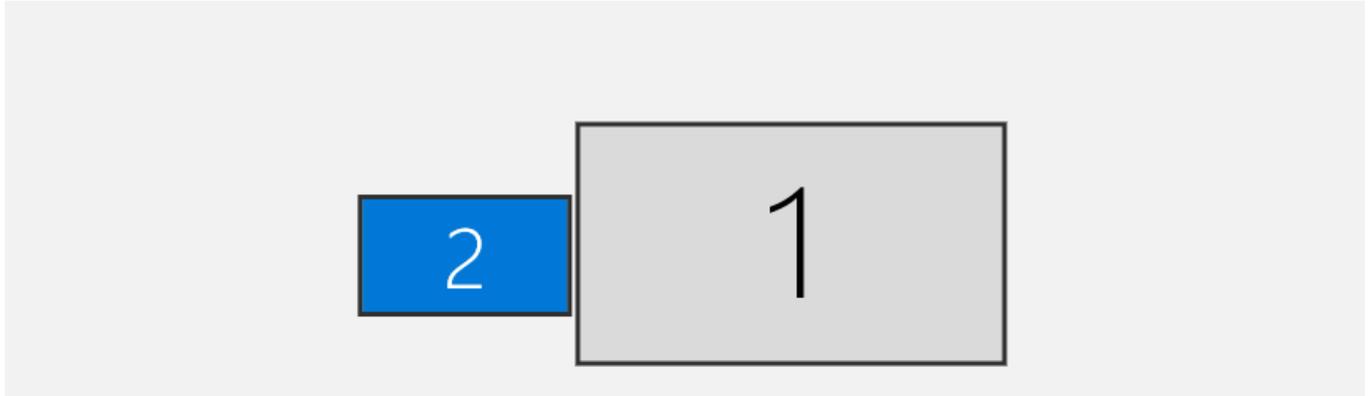
“ if you have a different setting, the MPH plugin or hosted plugins may look either too big or out of bounds, showing partially instead of full

First select the display that is the MP Controller and it will turn blue

Display

Rearrange your displays

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.



Set it to 100%

Scale and layout

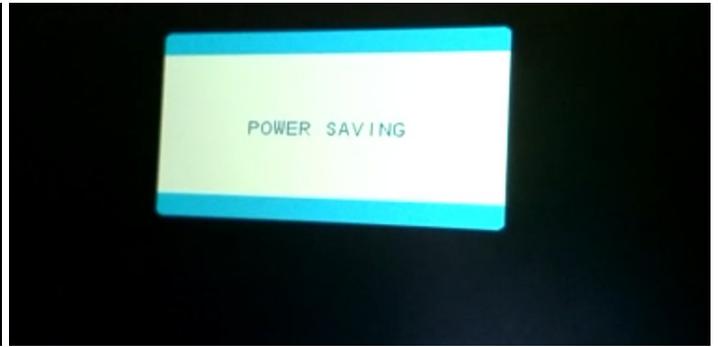
Change the size of text, apps, and other items

Windows 10/11 Touchscreen setup

For Model 1A+/2A see [this](#) guide

For Model 1A see [this](#) guide

Getting “No Signal” and then “Power Saving”



If you see a No Signal it means the monitor is powered properly.

If after the “No Signal” you see “Power Saving” it means that the monitor is not receiving video signal from the HDMI port and goes to power saving sleep mode.

In most systems you need to connect the USB-C cable first and then the HDMI to provide video signal

If you have the HDMI connected, disconnect and reconnect it to initiate the video signal from the computer to the controller’s monitor

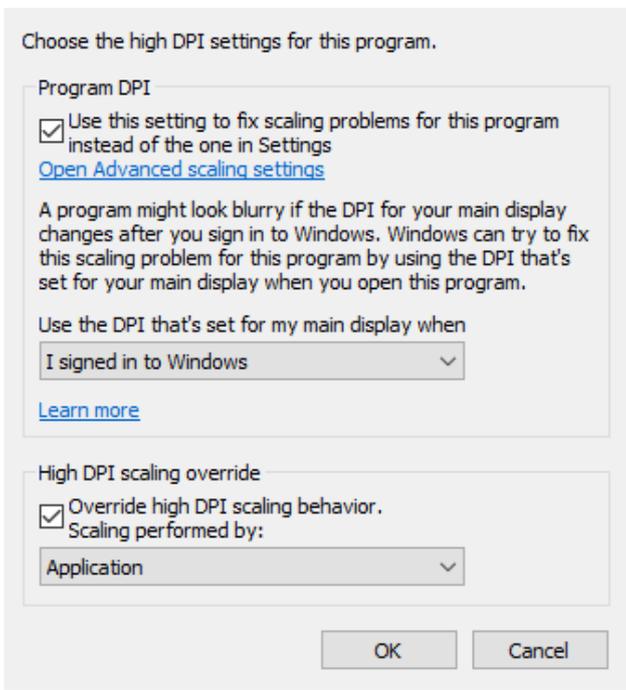
If you are getting “No Signal” and then “Power Saving” when connecting with a USB-C to USB-C cable then it means the monitor is receiving enough power, but not video signal. Connect the HDMI.

Windows 10: a menu item does not appear on screen

If using a 4k monitor and the MP Controller and If a menu does not appear in the controller’s screen then try this:

Right click on the DAW exe program file and choose properties

Then click high DPI settings and try these options

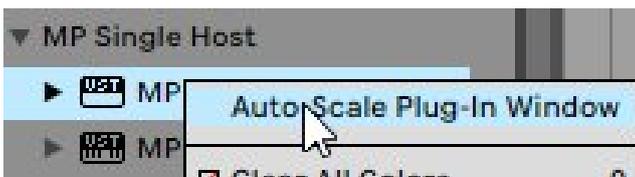


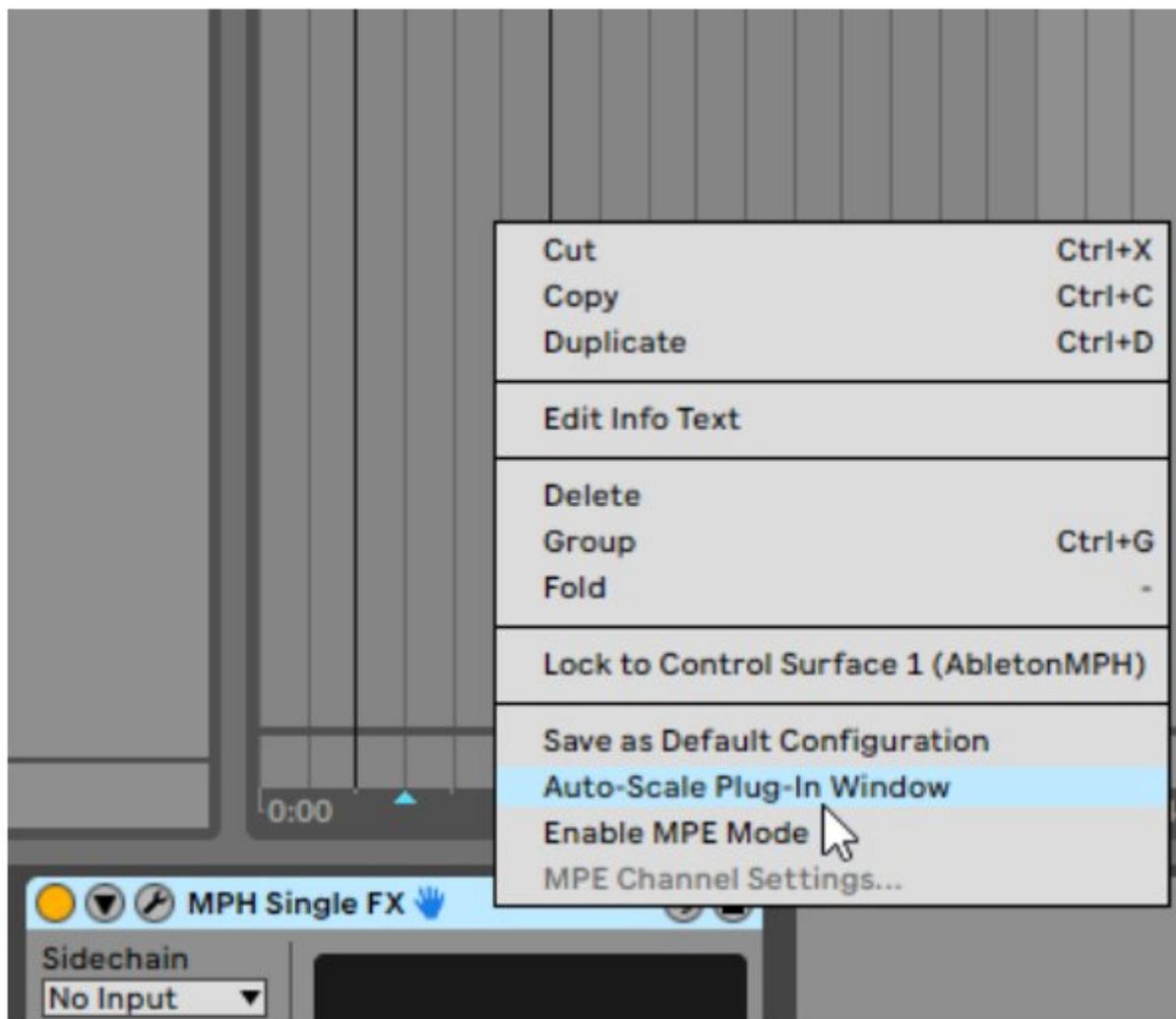
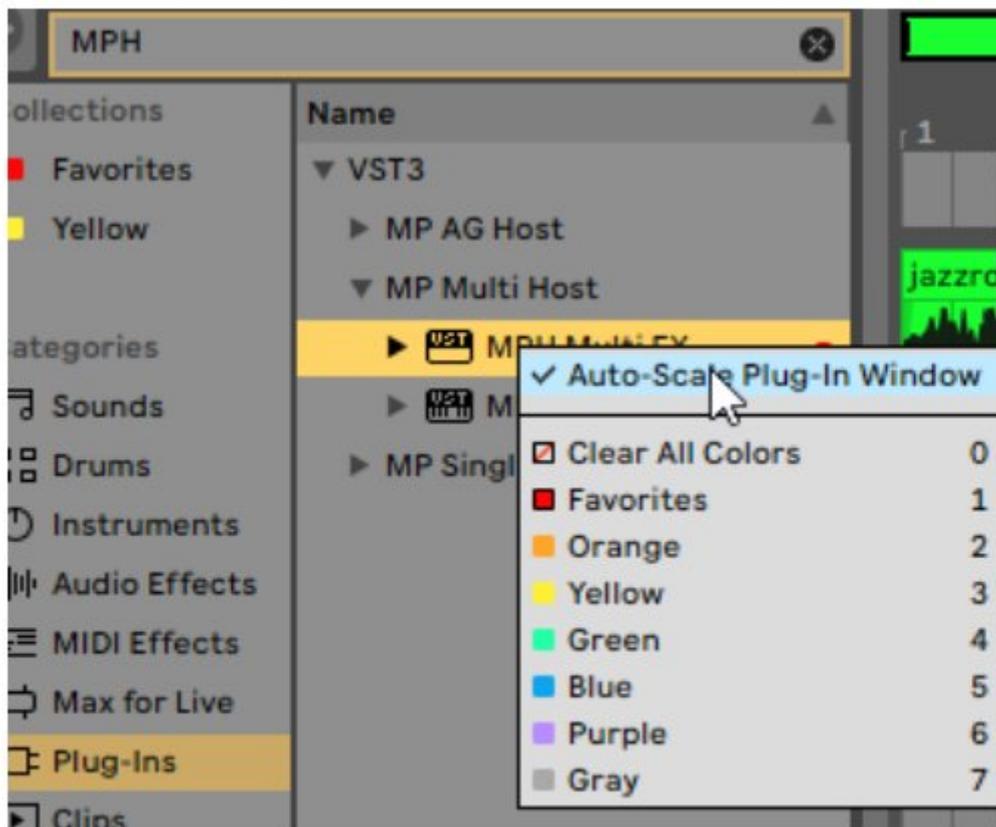
Disable Auto-Scaling in Ableton Live on Windows

If you have set the scaling to one of your other monitors to more than 100% then some menus of the MP Host may appear bigger and not centered.

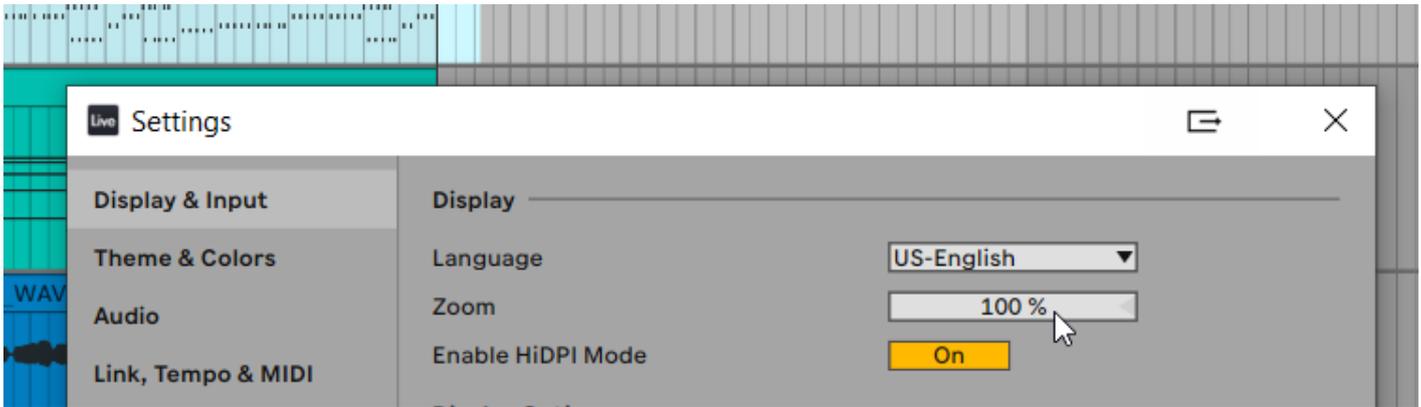
To solve this issue disable the Auto-scale on the MPH plugins in Ableton by right clicking once on each MPH from the plugin list .

<https://help.ableton.com/hc/en-us/articles/209775985-High-DPI-monitor-support>



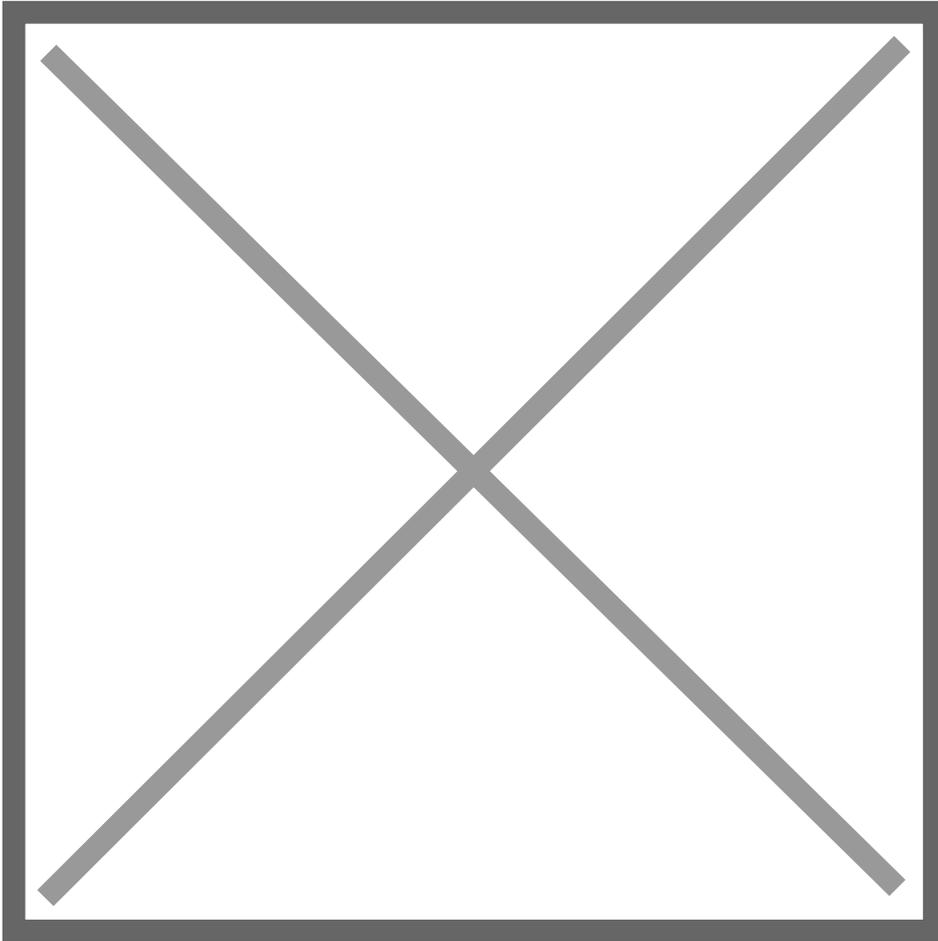


Additionally, instead of scaling the Windows display you can increase the Zoom level in Ableton Live

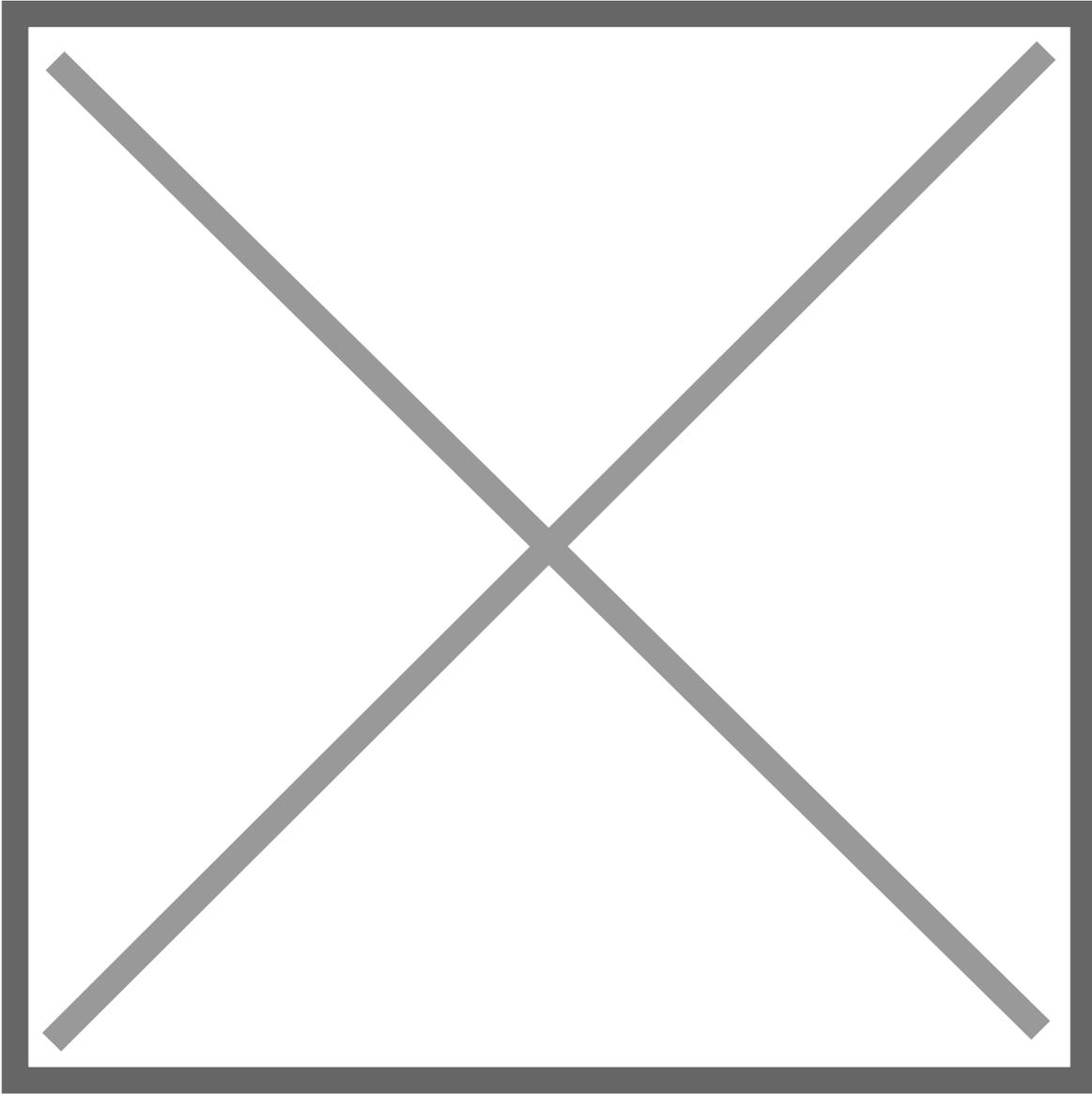


2. Windows - Model 1A touch setup

Check that the Touch Screen is showing in the Device Manager



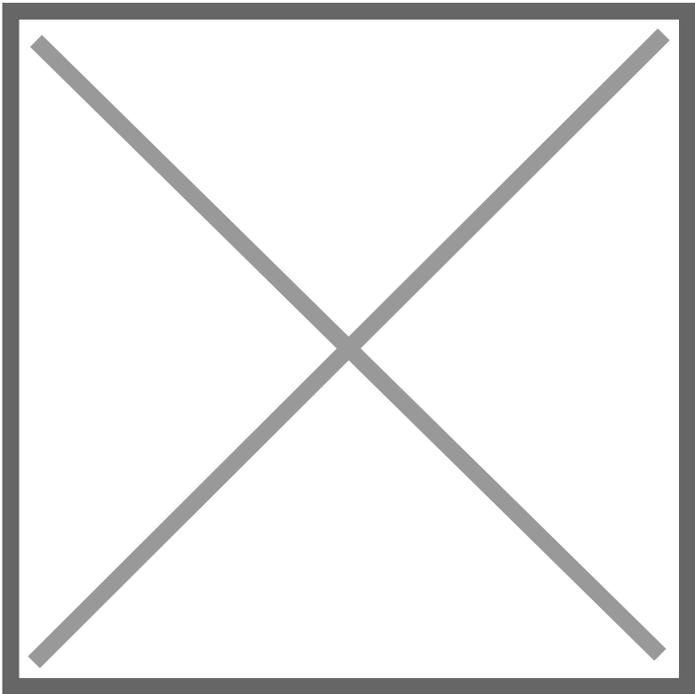
Then Open the Control Panel in Windows 10. In the search type Tablet and click on Tablet PC Settings



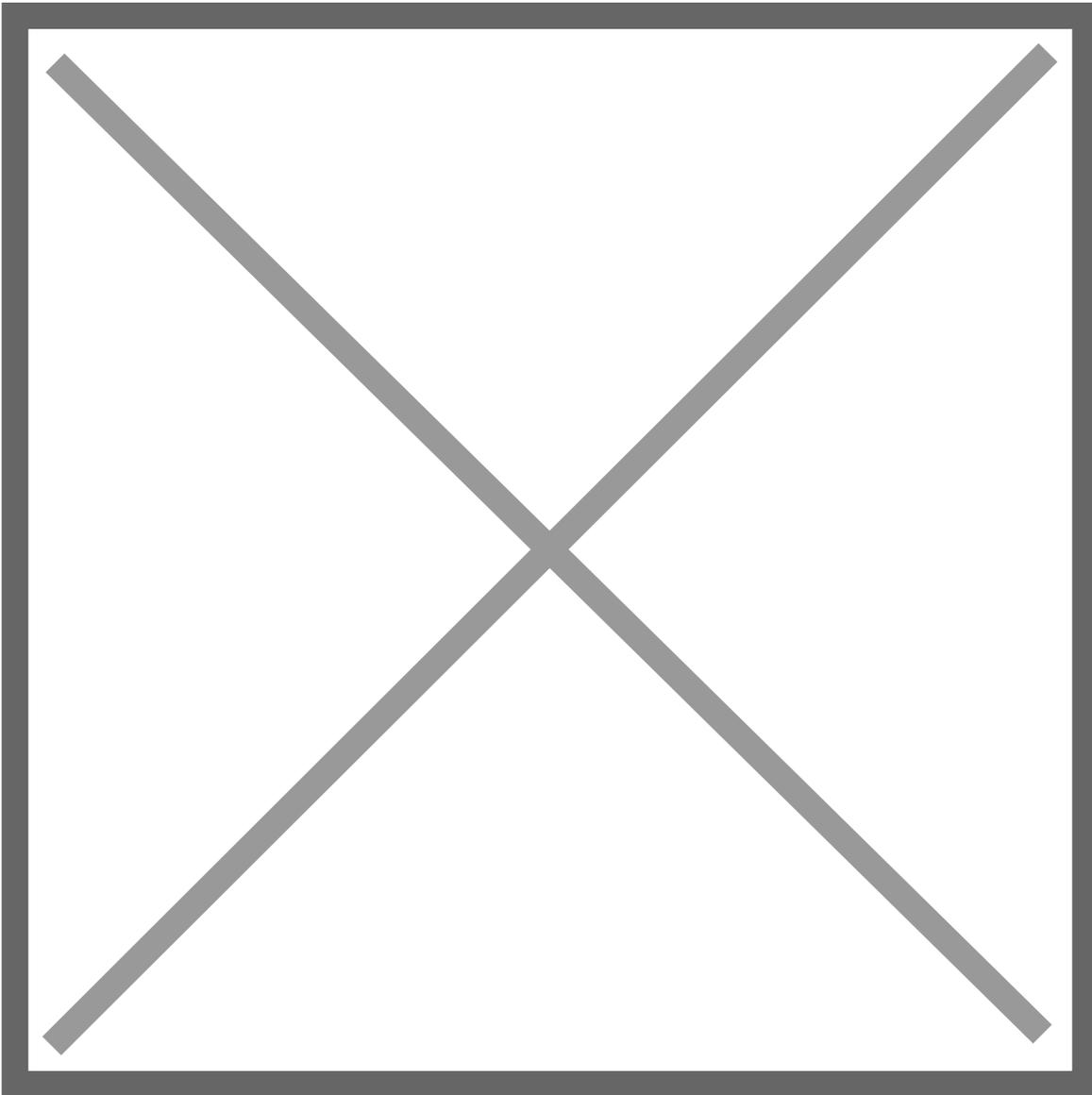
The choose the Display R15PMT01 from the dropdown of the Display Options and click Setup

If Tablet is not shown in your control panel see this [post](#), here are the steps to follow:

- Go to the Desktop.
- Right click on the Desktop and select New/Shortcut.
- In the Type the location of the item window, Copy/Paste the following.
- %windir%\explorer.exe shell:::{80F3F1D5-FECA-45F3-BC32-752C152E456E}
- Click the Next button and type the name Tablet PC Settings.
- Click the Finish button.
- Double Click the new shortcut and it should open the Table PC Settings window.



All the screens should be white with the following message being displayed:



Press Enter to move to the controller's touchscreen. You need to tap on the controller's touchscreen once. That's it, now Windows has identified the controller's touchscreen. You can test by tapping or touch and drag on it and you will see trails.

Please note the magnification (Scaling) on Windows 10 should be set to 100% for the MP Controller's display (if you have a different setting the MPH plugin or hosted plugins may look either too big or out of bounds, showing partially instead of full)

3. Windows - Model 1A+/2A configuration for the touch hardware

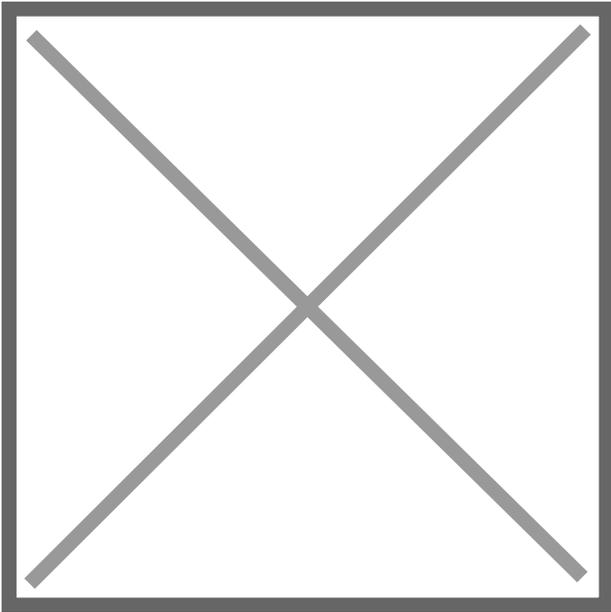
1. Connect the USB cable provided on the USB-C Display port and the other end directly to a USB-A port on the PC. (The first time don't use a hub but connect directly to the PC to eliminate the possibility of any incompatibility problems caused by the hub).

The HDMI should be connected as well, or else the display will automatically go to sleep mode.

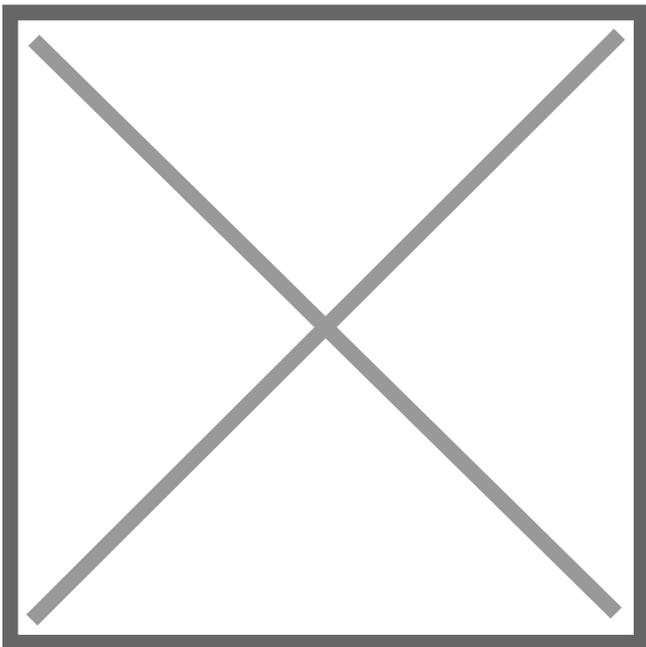


No drivers are needed to be installed for Windows. The touchscreen is automatically installed by Windows. After connecting, the touch should be working but sending the touch gestures on another display connected on the computer. This is normal and you will identify the touch screen in the next step.

2. If it is **not** responding to touch (even on another screen), check the Device manager to see if the following items show up. If they are not showing up, then this is a connection problem. Connect the USB cables provided directly on the computer USB 2 or USB 3 ports and check the device manager again. **The touch screen will not work if it does not show up in the device manager.**



3. Open the Control Panel in Windows. In the search type Tablet and click on Tablet PC Settings



If Tablet is not visible in your control panel here are the steps to follow:

Go to the Desktop. Right click on the Desktop and select New/Shortcut.

In the Type the location of the item window, Copy/Paste the following.

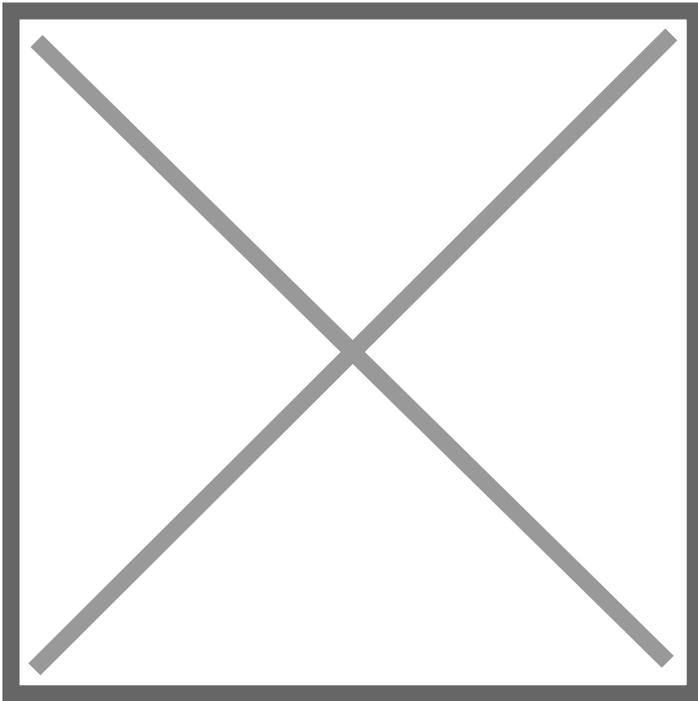
```
%windir%\explorer.exe shell::{80F3F1D5-FECA-45F3-BC32-752C152E456E}
```

Click the Next button and type the name Tablet PC Settings.

Click the Finish button.

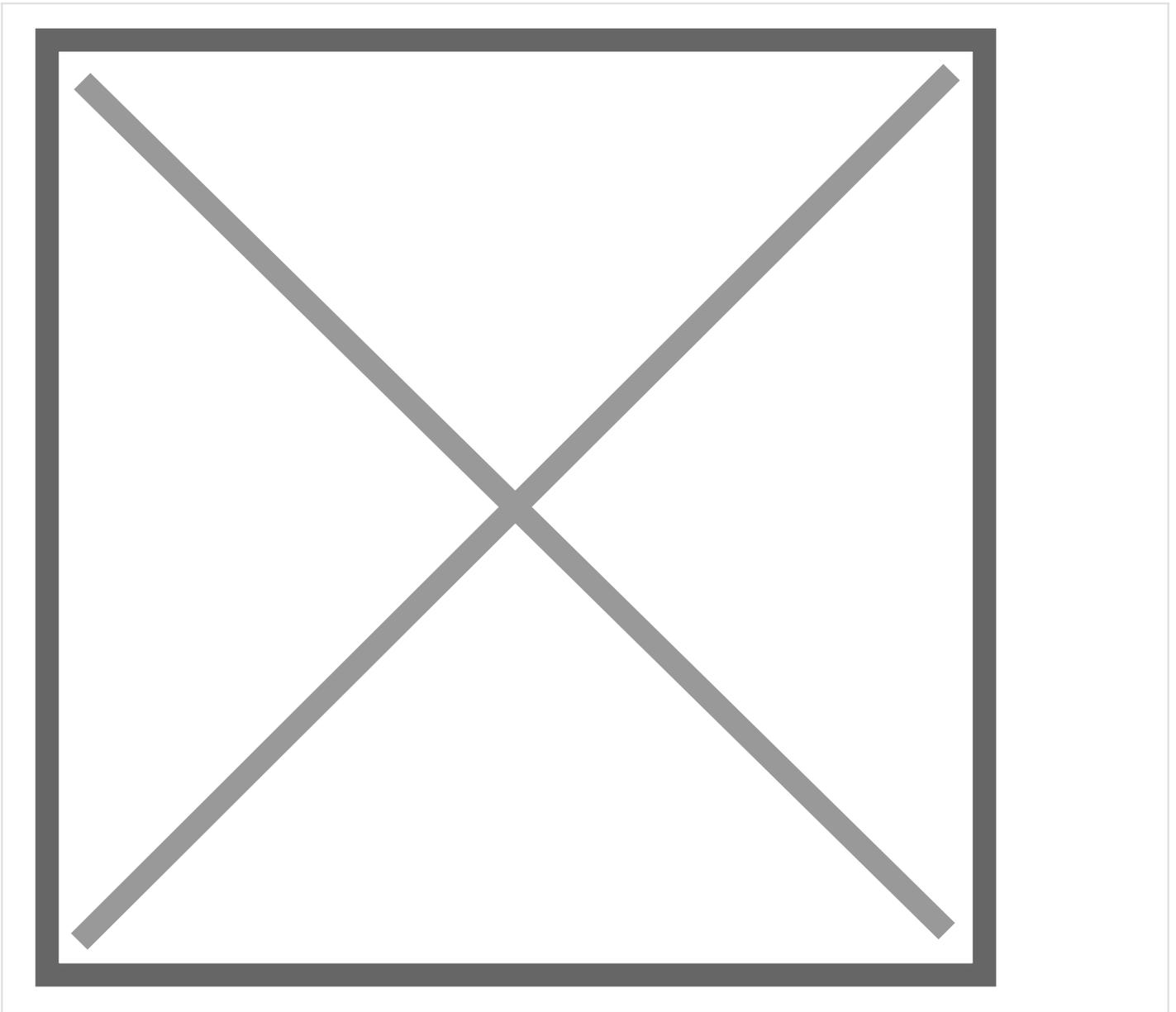
Double Click the new shortcut and it should open the Table PC Settings window.

4. Select HDMI (or however it shows up on your PC) and Choose Setup



Then a white screen will appear. Hit enter until you see it on the MP Controller's display (don't touch the MP Controller display until it appears on the MP Controller's display)

The message will be:



The touch should now be functioning on the MP Controller's display. Click OK on the control panel window to close it.

If you are having trouble identifying the touch screen, [see](#) this instructional video

Please note the **magnification (Scaling) on Windows 10/11 should be set to 100%** for the MP Controller's display (if you have a different setting the MPH plugin or hosted plugins may look either too big or out of bounds, showing partially instead of full)



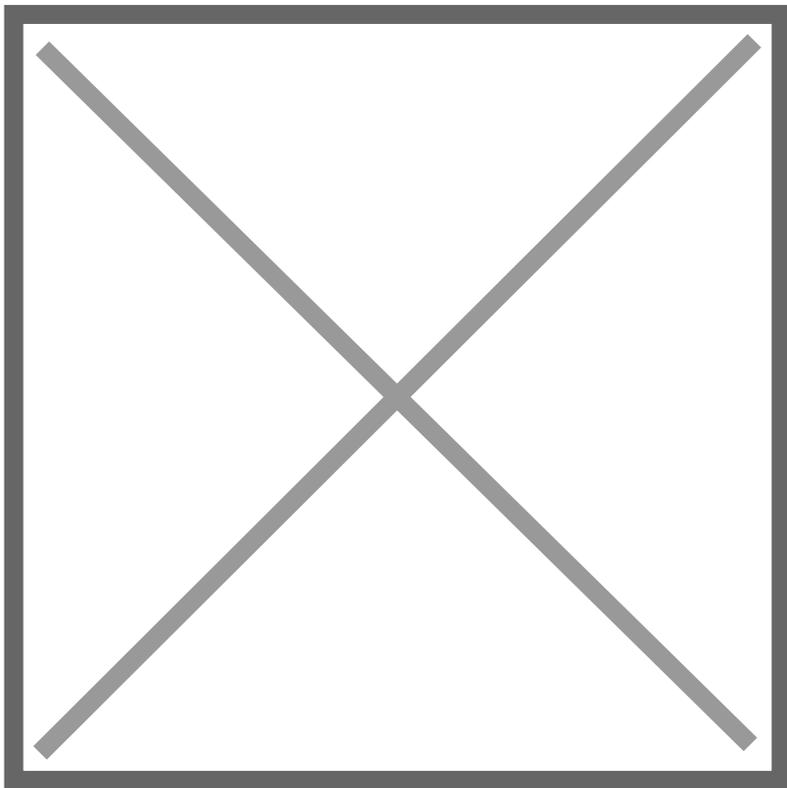
Troubleshooting the Touch function on Model 1A+

If the touch screen does not appear in the Device Manager then disconnect the MIDI cable and connect directly to a USB-A port of the PC (not via hub or Y-cable) the display using the cables we provided.

The display should power on and wait for the HDMI to be connected so that it can stay on.

If it cannot be powered on and it flickers/restarts that is due to not enough power from the USB port and in this case you can use the Y-cable or try it on another computer or port.

If it is powering on fine and still not showing up in the Device Manager and/or shows



then the problem is with the MP Controller's internal USB-C port cable.

The only thing that is in between the touchscreen/LCD board is a short cable which leads to the port on the device.

To bypass this port cable (it is a short cable USB-C male to USB-C female) one has to unscrew the bottom cover.

Then disconnect the USB-C from the board and connect it directly to the computer.

It should show up properly in the Device Manager.

Send us an email for a replacement USB-C port.

4. Windows - Fullscreen and In Window Modes

If you have the taskbar of Windows set to be displayed on all monitors, you may want to run the MP Host in Full Screen mode and it will appear on top of the taskbar.

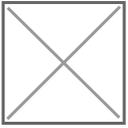
If you run it in Windowed mode, the taskbar will appear on top of the MP Host.

Right click on the main area to see the menu



5. Using a stylus pen on the touch screen

You can use a stylus pen made for capacitive touch screens. This pen has a rubber rounded end like:



for example <https://www.amazon.com/Touchscreen-Sensitivity-Precision-Capacitive-Smartphone/dp/B0CSNPHQ4G>

6. Select the target monitor for the MP Controller

The first time you load the MP Host plugin, it will be displayed on your main monitor.

You need to select the target monitor from the big window of the MP Host plugin.

Right click anywhere on the main black area of the big window and from the menu under Monitor, select the target monitor which will be the last monitor in the list.

