

6. Hardware Troubleshooting

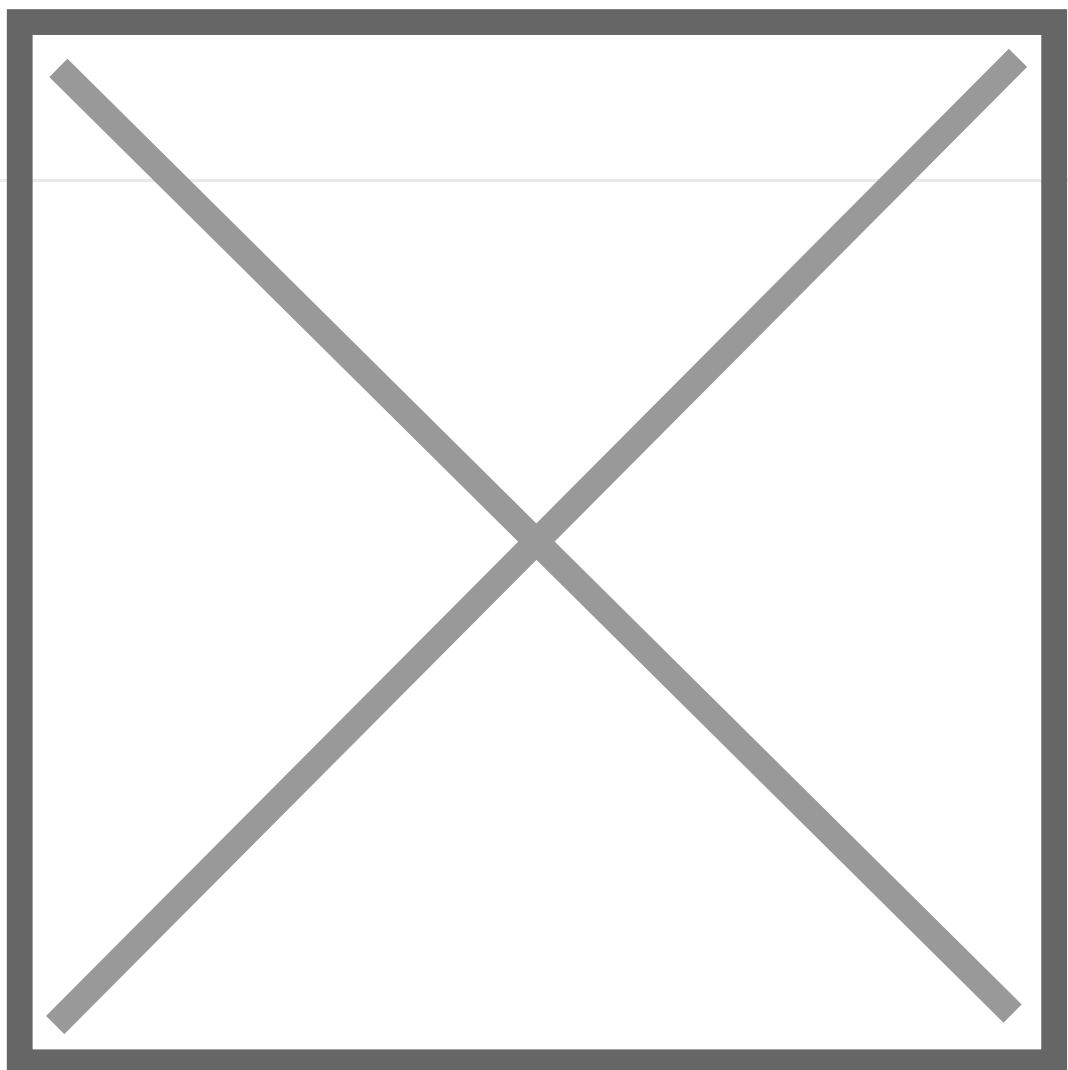
Guides for troubleshooting the MP Controller

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1. Model 1A/1A+ - Using a Y-cable to provide more power to the display

A Y-cable helps deliver more power to the display when the computer USB port (such as a laptop) cannot provide the necessary power.

- Model 2A has an extra power port on the outside of the enclosure therefore a Y cable is not needed.
- Model 1A+ has an extra power port inside the enclosure on the LCD board which can be used as an alternative to the Y-cable.



2. Model 1A: Display flickering issue or green screen

This problem is caused by inadequate power to the Display port of the controller via USB-C.

Recommendations:

1. Use the 1m USB-C cables we provided if you are using other longer cables.
2. Connect directly to the USB port of the computer if you are connecting it via a hub.
3. The monitor can also be powered via a wall power adapter (a 10 Watt or more) phone charger can power on the monitor however if you connect the USB-C Display port of the controller directly to a wall adapter the touch function will not work because touch data is transmitted via that port. To use a wall adapter to power the monitor and have the touch function working use a Y-Cable

Green Screen when connecting the HDMI

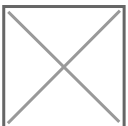
If you get a green screen, this is called aging mode, it's a testing mode for monitors.

To stop this mode, there is a slit on the side here where there is a power button.



Using a pointing object, press and hold the monitor's power button until it shuts down (it's on the side). Then turn it on again, and connect the hdmi.

Alternatively, you can open the bottom cover and reach out for the button.



3. Differences: between MP Controller's Models

Model 2A (latest)

The new model 2A was announced in May 2023, has a new enclosure design - a glass flat top, less height on the front for a steeper viewing angle when placed flat on desk, rack mounted ready with an optional rack mount kit, an additional USB-C port for providing extra power when needed.

(Model 1A+ has inside an additional USB-C port, while model 2A has the port available on the outside)

The touch display is exactly the same on both models 1A+ and 2A.

The touch display on model 1A is different and has a matte non-reflective finish.

All 3 models, model 1A, 1A+ and 2A are compatible with our MP Host plugin and all 3 models offer the same functionality.

MP Controller Model 1A+

The MP Controller model 1A+ was released in late November 2022 and it carries the same black metal enclosure as the model 1A.

The MP Host plugin works on both models and there are no differences in that part.

The model 1A+ features:

- a touch display with twice the brightness (from 250 nits to almost 500 nits)
- a glossy display finish instead of the matte display of model 1A and it produces more vivid colors than its predecessor
- an IR remote control for the settings of the display while in model 1A there are buttons
- works as a single touch screen natively on Mac OS including Apple Silicon while the display in model 1A required the UPDD software to enable the touch functionality on Mac OS after Mac OS Mojave. Practically speaking though, all users end up purchasing UPDD for its amazing additional functionality. (discounted from 150 GBP to 35 GBP with 3 years of support).
- As model 1A, works with UPDD on Mac OS for enhanced touch functionality like the Smart Magnifier
- it is a multi-touch display on Windows just like model 1A
- ships with a 1m Y-cable for better power management/flexibility

4. Adjusting the brightness of the display

Model 1A+/Model 2A

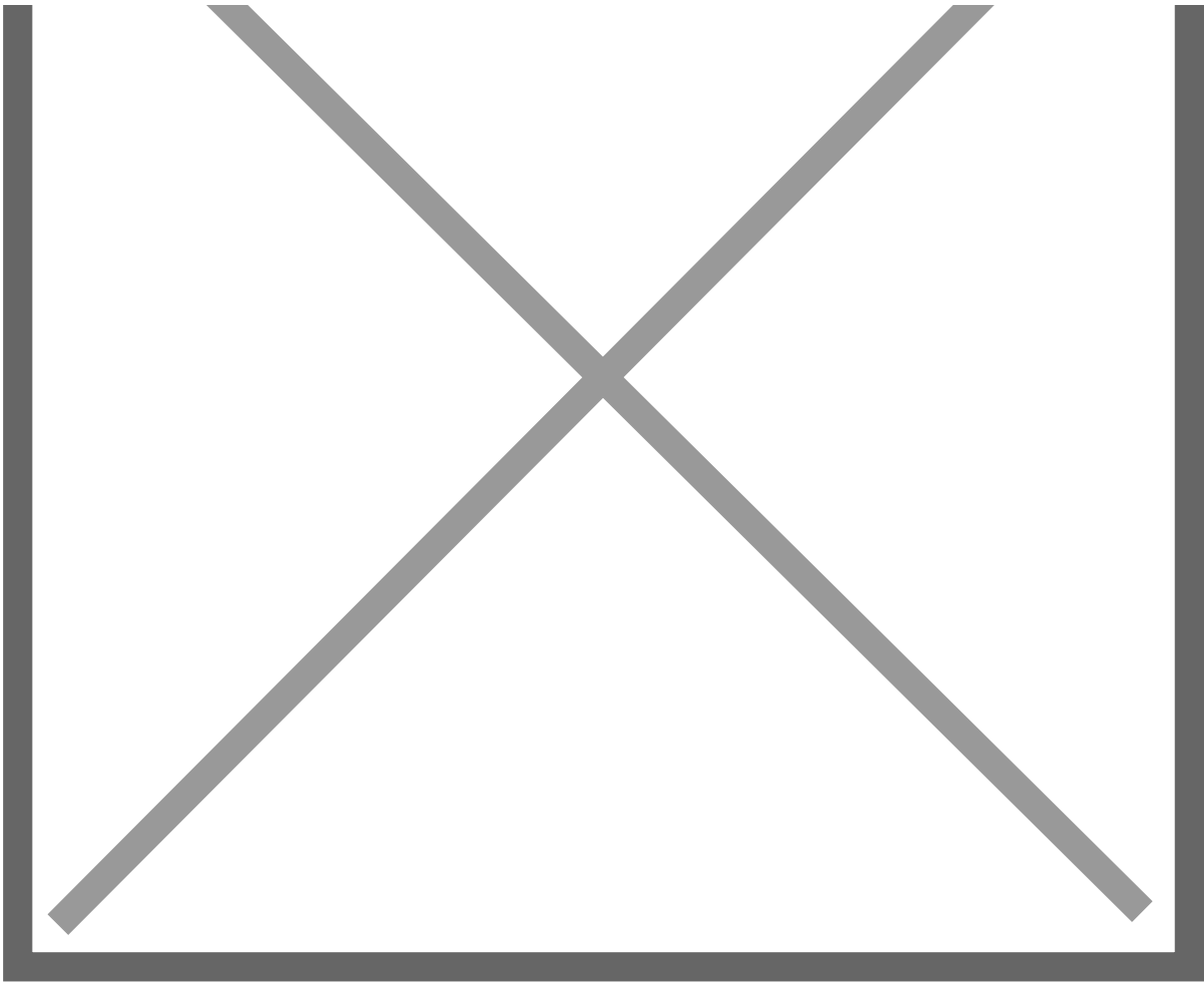
On Model 1A+ and Model 2A a remote control is being shipped with the controller which can be used to control the screen's settings.

The remote control should be pointed to the IR receiver on the MP Controller

Model 1A+



Model 2A



To

troubleshoot the remote control see [here](#)

Model 1A

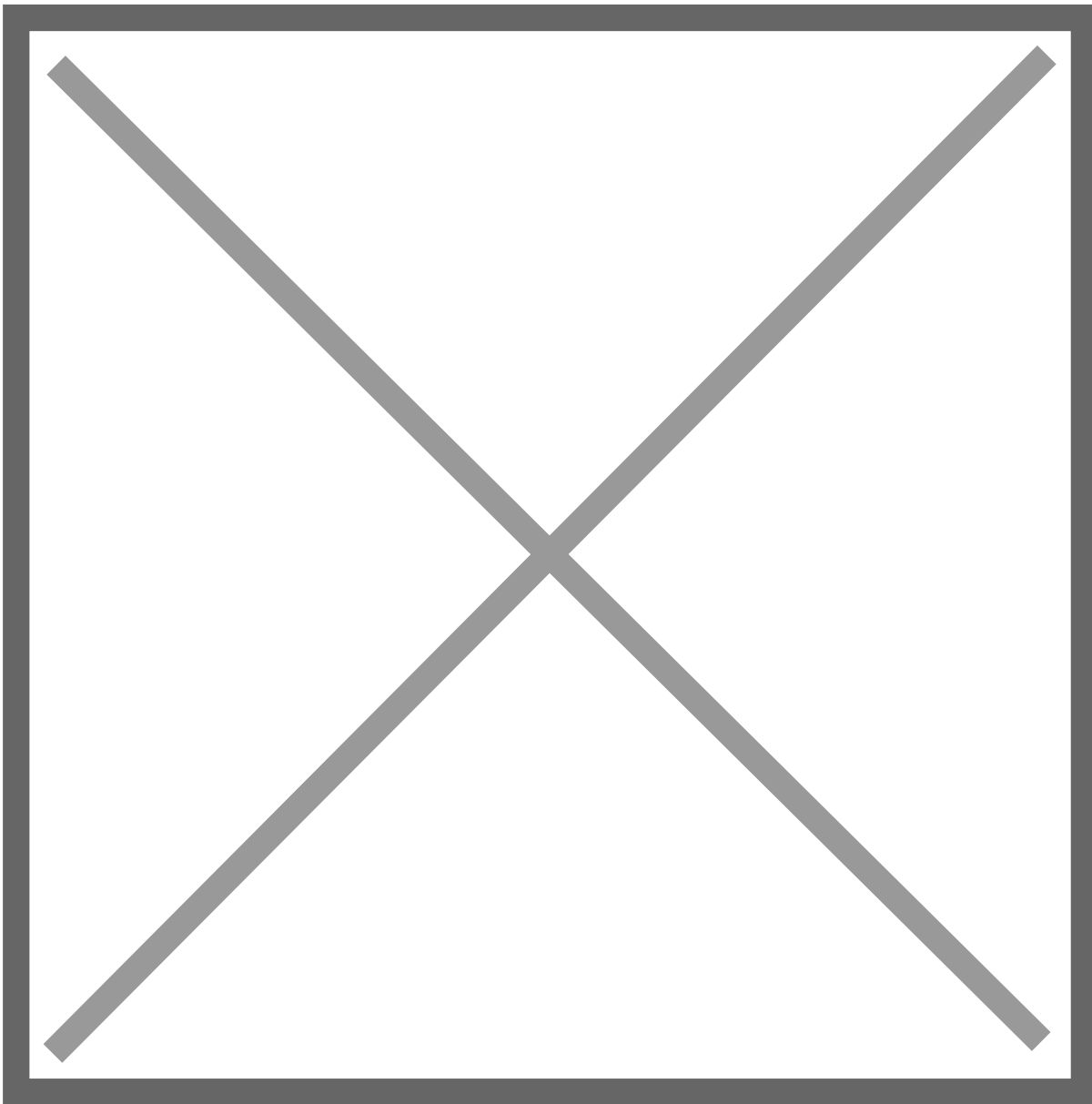
The display has been pre-set to a brightness level of 100%.

The power drawn when the brightness level is at 100% may not be enough for some USB ports. You can reduce the brightness level so that the monitor can operate by a lower power or use a [Y-cable](#) to provide more power.

If you increase the angle of placement of the controller to a more upright position, we have found that brightness is satisfactory when set to about 70%.

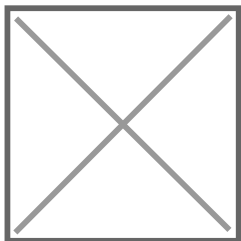
You can change the brightness level using a small screwdriver to reach the two buttons from the slit on the left side of the controller or unscrew the bottom cover of the controller and adjust with your finger, as described on the next page.

Screen Buttons



Display Controls

To change the display settings including the brightness you need to use the side buttons. (also easily accessible if you unscrew the bottom cover)



The yellow arrows point to push buttons

The silver upper button is a power switch

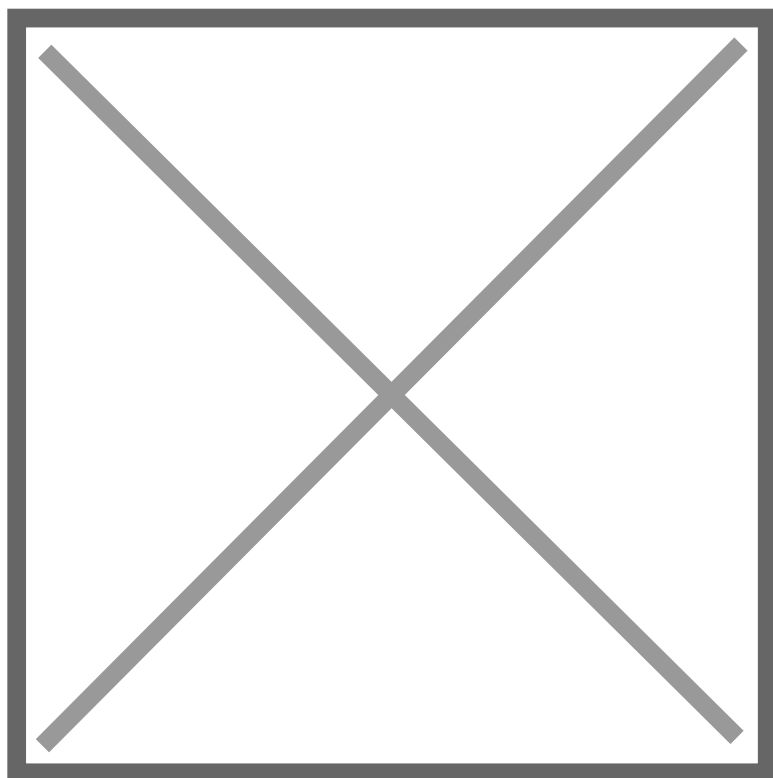
The lower control is both a push and up/down button and can be used to enter and control the display options

Display Options

When you push the lower button, you will see the display options on screen.

Push a second time to enter a section and push a third time to select the parameter.

Move the lower button up/down to change the value of the selected parameter



Alternatively, for Windows, Twinkle Tray lets you easily manage the brightness levels of multiple monitors: <https://twinkletray.com/>

5. Cable Recommendations

If you need to purchase new cables from the market here are some suggestions that work well for MIDI USB and Touchscreen Data, for Macs and Windows PCs.

“ Please note that for the display we recommend using USB-C 1m cables and if more length is needed use a powered docking station or powered USB hub. Using cables of more than 1m in length will create more resistance and put more stress on your computer's USB port. For HDMI and MIDI USB-C you can use longer cables, 2m or 3m.

USB 3.1 Gen 2 (USB-C to USB-C)

[AmazonBasics USB-C 3.1 Generation 2 to USB-C Cable](#)

[Baseus USB C Cable, 100W 5A PD QC 4.0](#)

[INIU USB-C-Cable, 100 W, 20 V/5 A, PD QC 4.0](#)

[Fasgear 5A 100W Type C Right Angle Cable, 6ft USB 3.1 Gen 2 10Gbps](#)

Thunderbolt 4 (USB-C to USB-C) (best option for connecting the display on thunderbolt)

[Amazon Basics USB-C to USB-C 4 Fast Charger Cable, 40 Gbps, 8K Video, 240W, USB-IF Cert, Thunderbolt 4/3 Compatible](#)

[Caldigit Thunderbolt 4 Cable](#)

[OWC Thunderbolt 4 Cable](#)

[Cable Matters 40Gbps USB4 Thunderbolt 4 Cable with 8K Video and 100W](#)

Thunderbolt 3 (USB-C to USB-C)

[Belkin Thunderbolt 3 Cable](#)

[Thunderbolt 3 Cable 40Gpbs/100W/5A,Cabletime](#)

[Apple Thunderbolt Cable](#)

USB-A to USB-C (only for MIDI, Touch data, Power the monitor but not video signal for video use HDMI)

[Amazon Basics - USB C Cable to USB Type A, USB 3.1 2nd Gen USA](#)

[Amazon Basics - USB C Cable to USB Type A, USB 3.1 2nd Gen Germany](#)

[Anker Powerline II 90 cm USB C to USB A 3.1 Gen2 Cable Germany](#)

[Amazon Basics - USB C Cable to USB Type A, USB 3.1 2nd Gen UK](#)

[Belkin - 3.1 USB-A to USB-C Cable \(USB-C Cable\)](#)

USB-C cables with ON/OFF switch

[RIITOP USB Type-C On Off Switch Cable 1 m 10 Gbps](#)

[RIITOP USB C Extension On Off Cable 1 m 10 Gbps](#)

The cables mentioned in this page are suggestions and MP MIDI has no affiliation with them

6. MIDI Controller C1-xMP1 not detected (Controller not connected)

Mac:

If the C1-xMP1 does **not** show up in the System Report > USB, see [here](#)

Windows:

If the C1-xMP1 does **not** show up in the Device Manager, see [here](#)

7. Display restarts

MP Controller display restarts constantly (flickering)

The cause for this is that the monitor does not receive enough power.

These steps may help to resolve the problem.

- use a different USB port from the computer that provides more power.
- use shorter USB cables (1m recommended cables [here in section USB-C to USB-A](#))
- use a powered USB hub
- use a [Y-cable](#) for Model 1A/1A+

For model 2A you can use the additional power port to provide more power using a wall adapter 5V/2A minimum or a power bank as explained [here](#)



For model 1A+ and model 2A If when changing the brightness or switching to a preset with high brightness (such as the FPS) the monitor restarts, it means it is not receiving enough power to support the level of brightness.

For model 1A+ you also have the option to connect a wall adapter on the internal LCD board which has an additional USB-C port. To get to that port you have to unscrew the bottom cover.

For model 1A use the [Y-cable](#) to provide additional power.

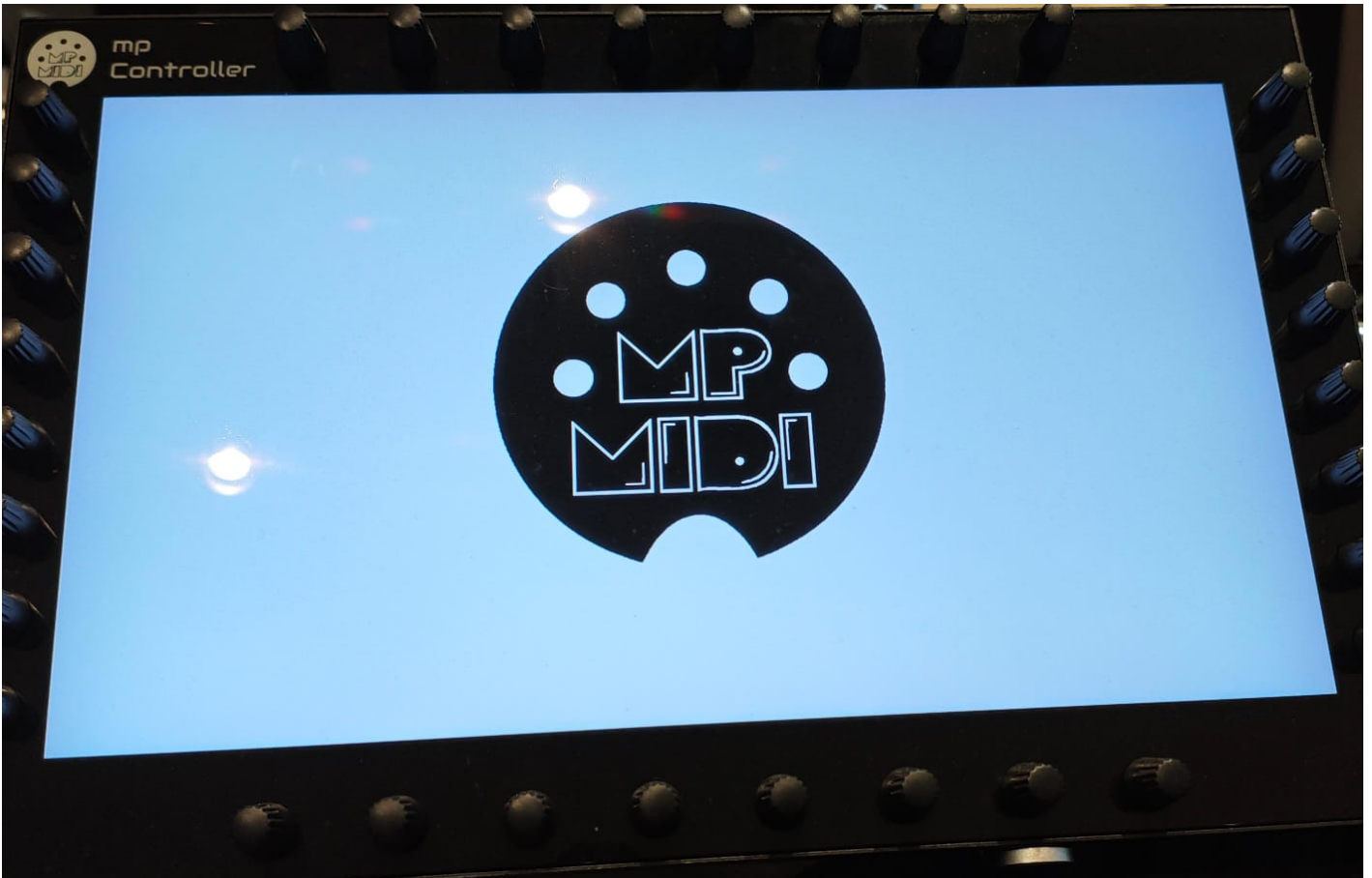
8. Display does not power On (Mac or Windows)

Model 1A+/2A: When you connect the display USB-C port to power, **it should show the MP MIDI logo**

(as shown below) at boot.

The display will go to sleep in a couple of seconds if there is no video signal, or the video signal received is not 1920 x 1080 resolution at 60Hz refresh rate.

As shown in this [video](#)



Model 1A: when connected to power only, after 2 seconds it shows on the display the message "No Signal" and then after 2 seconds the message "Power Saving" and it automatically powers off, if there is no video signal or the video signal received is not 1920 x 1080 resolution at 60Hz refresh rate.

If you don't see the "No Signal" message and you are uncertain whether your computer's USB port can provide enough power, connect a wall adapter 5V/2A (or more amps) - like a typical phone charger - and it should show the message "No Signal". This shows that the display receives enough power. Connect the HDMI and when it receives video signal.

If the display is connected to a wall adapter and you are certain it provides 5V/2A, but the display is still not showing anything, you may have an issue with the controller display or a damaged bridge port. [Contact us](#) for servicing instructions.

If the display shows video but restarts frequently (flickers), it means you need to provide more power, see the guide [here](#)

Providing Power to the display (Model 2A)

Power can be provided by either USB-C ports of the display. (but **not** the far right USB-C MIDI port)



It does **not** need to be connected to a computer to show the logo when it receives power.

It can be connected on a computer or a wall adapter (5V/2A) or power bank on any of the 2 USB-C ports.

If you only connect to a computer the "Display additional power" port only and HDMI, (but **not** the Video/Touch/Power port) then there will be no touch screen functionality.

See video [here](#) for connection options.

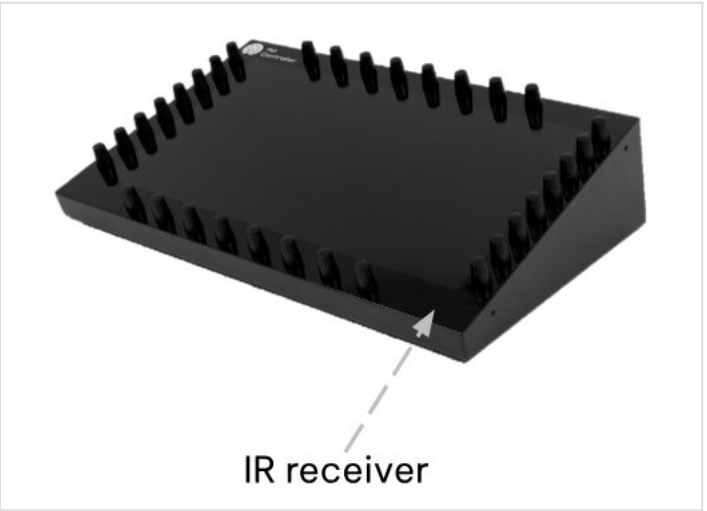
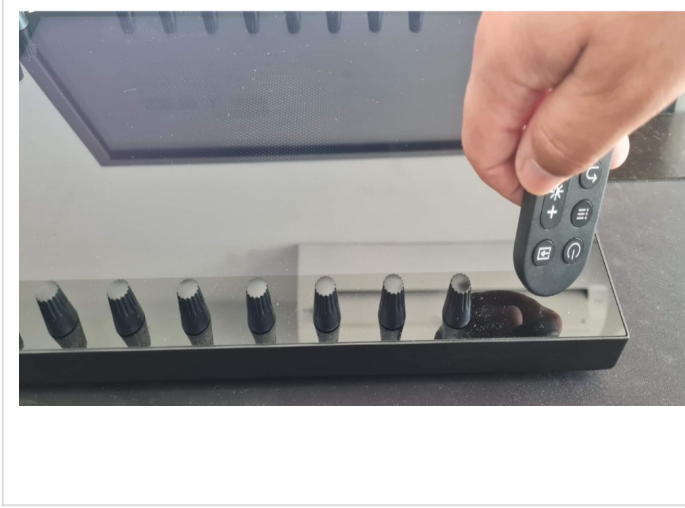
Power can be provided via external wall adapter (5V/2A), or USB-C to USB-C (thunderbolt on a computer that has thunderbolt USB-C) or USB-C to USB-A

Black Screen, nothing is shown when connected to power

If you don't see anything on the display and it is entirely a black screen here are the possible causes of the problem:

1. You have turned it off from the remote control (model 1A+/2A).

After connecting the power USB-C cable, point the remote control to the IR receiver of the unit and press the power button on the remote control.



Here is how to check that the remote control is working properly and does not need a new battery.

The remote control light is infrared and can't be seen.

Go into a relatively dark room and open your mobile/cell phone camera.

Point the remote to the camera, and press a button on the remote control.

You would see a light blinking in the camera.

See instructional video [here](#)

2. The display is not receiving enough power.

This sometimes may be caused by using long cables, for example, more than 1m long. Use a shorter, high quality DATA cable to power the display. [Here](#) are some cable suggestions.

3. Broken bridge port on the enclosure.

Model 1A+/2A: You can bypass the bridge port mounted on the enclosure of the unit, by connecting a USB-C cable to the LCD board directly. To reach the LCD board you need to unscrew the bottom cover.

Model 1A: You can bypass the bridge port mounted on the enclosure of the unit, the unit must be disassembled as the LCD board is mounted inside the display. [Contact us](#) for servicing instructions.

4. Disconnected cables inside the unit, on the LCD board.

Unscrew the bottom cover. Then unscrew the LCD board and check that all the cables are properly connected.

5. Model 1A+/2A: Broken LCD board.

The LCD board has LEDs that should light up when connected to power. Unless it has been powered off by the remote control. It should be either be powered ON using the remote control or the buttons on the IR receiver board (inside the unit)

6. Broken display.

After testing everything above, in this case the display needs to be replaced.

9. Model 2A/1A+ - Setting the language on the display menu

To change the language on the display OSD menu, see [this video](#).

10. Tightening encoders on Model 2A

It is easy to do it and in fact we have designed the controller in such a way so that encoders can be replaced easily without the need of soldering or a technician.

This makes the controller easy to repair and maintain when needed.

Remove the top knob top cup by pulling it gently from its base.

You will see the encoder and at its base a nut.

That is the nut that needs to be tightened.

Unscrew the bottom cover. It is ok to unscrew the bottom cover because the MP Controller is made to be rack mounted and you can pass all the ports from the bottom hole on the cover.

Hold that encoder with your fingers from the inside so that it does not turn and use a 10 or 12 key tool to gently tighten it a bit.

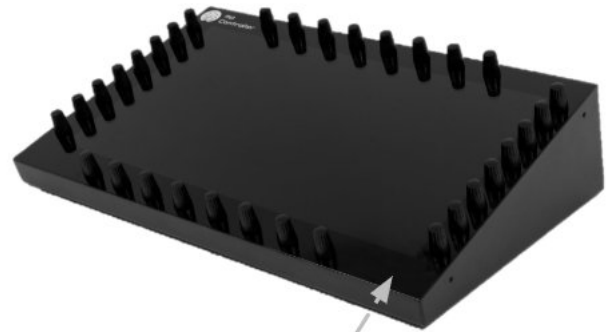
Not too much, just to feel it is tight enough.

Download an instructional video from [here](#)

Place the back cover on and screw it back, place the knob cap and this is it.

11. Using the Remote Control

Point the remote control to the IR receiver of the unit and press the power button on the remote control.



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