

1. Mac - "Controller Not Connected" message

The MP MIDI has a separate hardware module for MIDI.

This hardware is seen on the Mac's System Report as **C1-xMP1**.

The "Controller not connected" message refers to the C1-xMP1 hardware device.



First, ensure that you have the MIDI port connected to the computer:



Like all USB devices, the C1-xMP1 must be initialized by the Mac and it will be displayed in the System Report of the Mac.

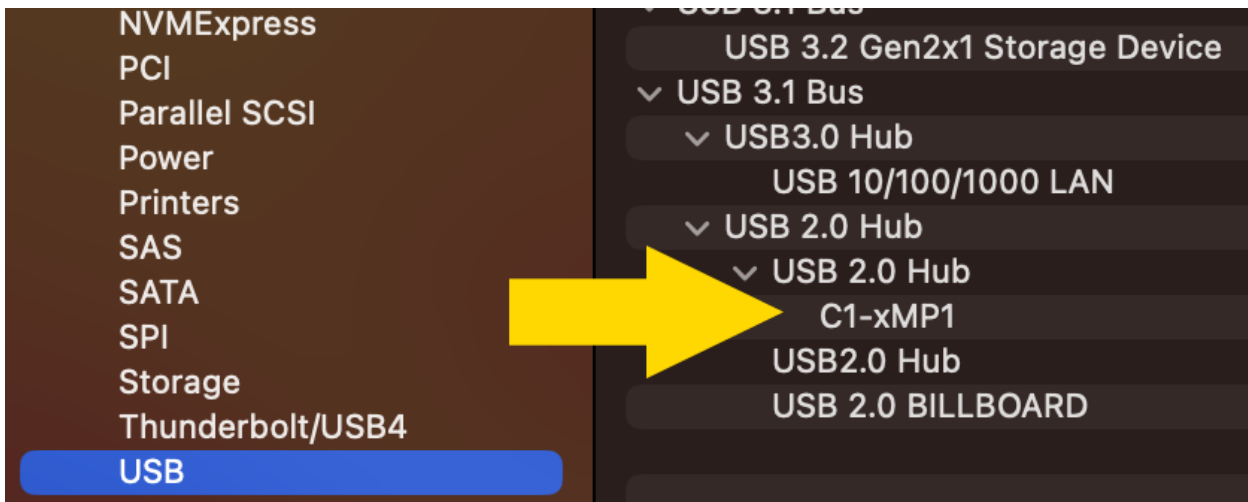
If a USB device is not listed under the USB tree of the System Report, the device is either not connected to the Mac or it has a hardware/connection problem.

If the C1-xMP1 device is listed in the System Report but you still get the message "Controller not connected" then it is a software related issue. See step 2 of the troubleshooting steps below. If the device is listed and displays [Safe Mode] it is ok and it does not affect the function of the device.

Note that the System Report does not update automatically. You need to close it and reopen it after a change has been made to ensure you are seeing the latest System Report.

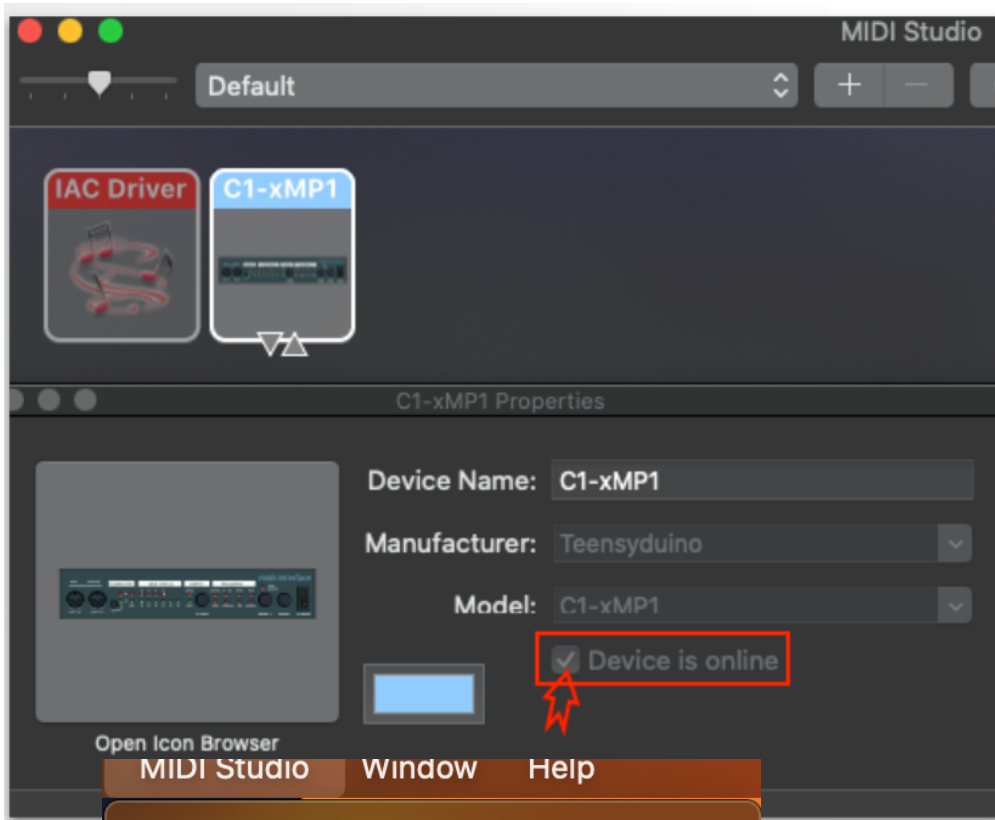
Steps to Troubleshoot

1. Check in the System Report that the C1-xMP1 shows up.
(Not to be confused with MP Touch screen hardware)



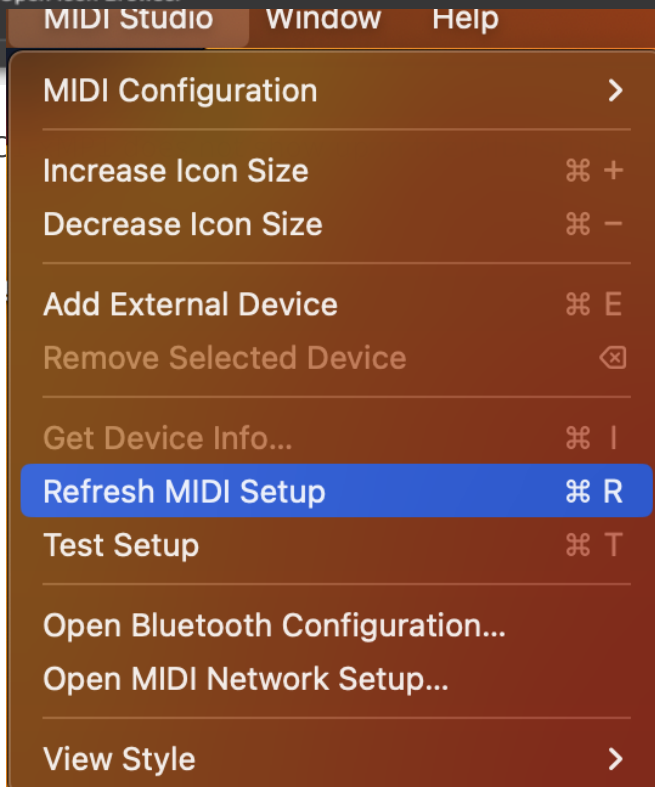
If it does not show up, there is a connection issue. Connect the cable provided directly from the MIDI port of the controller, to the computer's USB A port (not USB-C port).

If don't have a USB-A port of your Mac connect it via a USB-C docking station like [this](#) that has USB 2.0 and USB 3.0 ports.



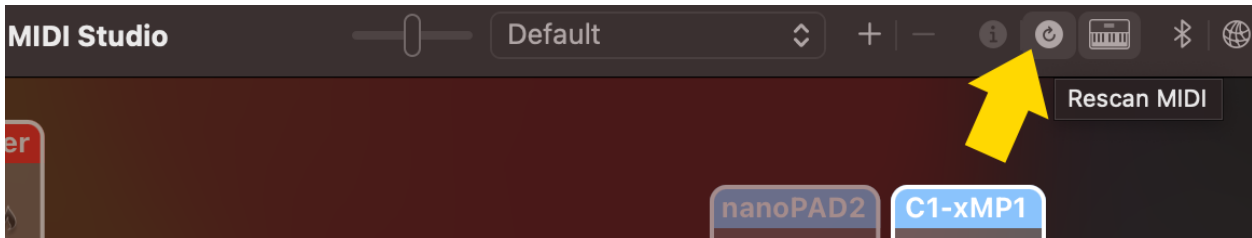
If the C

by Refresh MIDI Setup from the top bar menu



option.

and try pressing the Rescan MIDI button



IMPORTANT: If you have UPDD installed and the C1-xMP1 is listed in the System Report but not found in the Mac MIDI Studio, it is possible that some setting/selection in UPDD is causing this.

Uninstall UPDD and reboot the Mac. Check the MIDI Studio if C1-xMP1 is listed.

Please note, UPDD does not need any hardware selection setting to be done manually. It should work without any manual configuration.

3. Disable the MIDI In/Out of the C1-xMP1 in the DAW as instructed [here](#). The controller should now be found by the MPH plugin shown on the left bottom of the MPH plugin window.

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