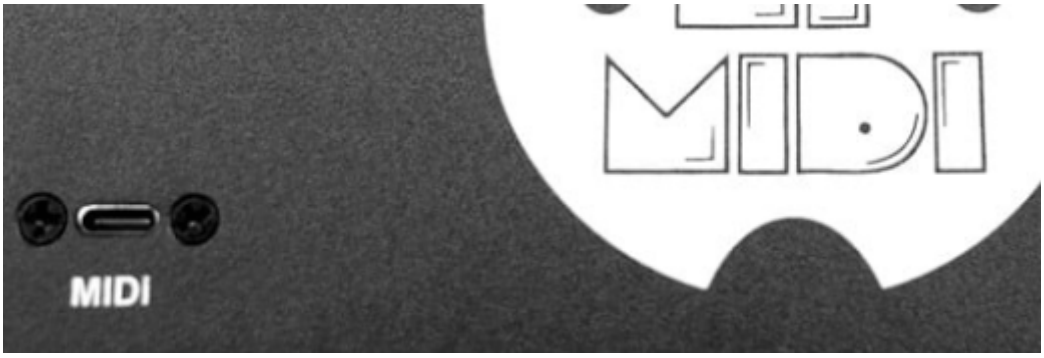
1. Windows - "Controller Not Connected" message



If you get this message on the MP Host software plugin, check that your have the controller's MIDI port connected to the computer.

> Note that if the "Controller not connected" message shows, the controller encoders will not work.
> The touchscreen will continue to work and it is not affected.



Quick Troubleshooting Steps (If the Controller Was Previously Working)

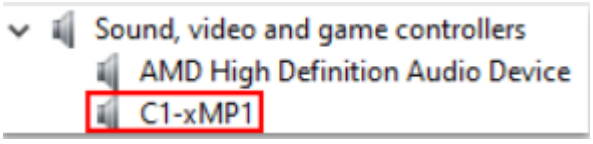
If the MP Controller was previously working normally and **was not displaying the "Not Connected" message**, but MP Host is now unable to connect to it, follow these steps:

1. While the MP Host is open, disconnect the USB cable from the MP Controller's **MIDI port and reconnect it.** Close the MP Host window and reopen it. If it still shows the message, proceed to the next steps.
2. Disconnect the USB cable from the MP Controller's **MIDI port**, then restart your PC.
3. Open your DAW and go to its MIDI preferences. Make sure **C1-xMP1** is disabled for all MIDI inputs and outputs. Your DAW should not be using C1-xMP1 directly.
4. With the MIDI cable still disconnected, open the **MP Host** plugin in your DAW.
5. Reconnect the MIDI cable to the MP Controller.

Wait a few seconds. The **"Controller Not Connected"** message should disappear, indicating that MP Host has successfully detected the controller. If the message remains, try closing and reopening the MP Host plugin window.

If the issue persists, proceed to the next troubleshooting steps.

Connect the MIDI port of the controller directly to the computer, open the Device Manager in Windows.
Check that the C1-xMP1 shows up.



Also check that the device is enabled in the device manager. (right click on C1-xMP1).

Windows 11: MIDI 2.0 services - see more infomation here

Troubleshooting

> If the C1-xMP1 is enabled and shows up in the Device Manager, ensure you have disabled the MIDI and OUT of C1-xMP1 in the DAW as instructed here
> If the controller is active (MIDI IN/OUT) in the DAW, disable and restart the DAW, then load the MP Host again. The problem should be fixed.

> Ensure that you have the latest C++ redistributable installed as shown here

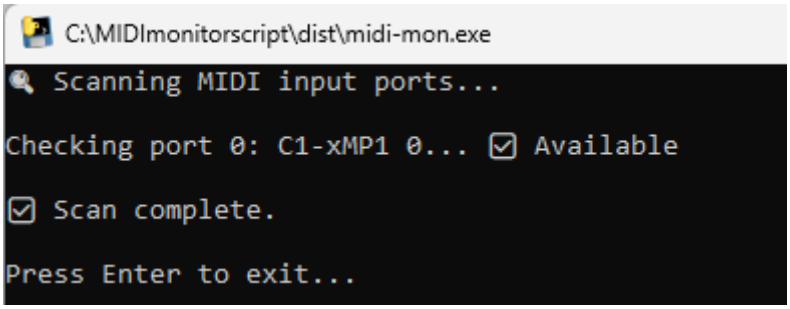
If another app (including the DAW) is using the C1-xMP1 then it will not be available for the MP Host plugin to use it and it will show the "Controller not Connected" message.

> All midi drivers on Windows are exclusive, meaning only one application can use them at any time. In other words, only one application can use a MIDI device. On the Mac MIDI devices can be shared in between applications.

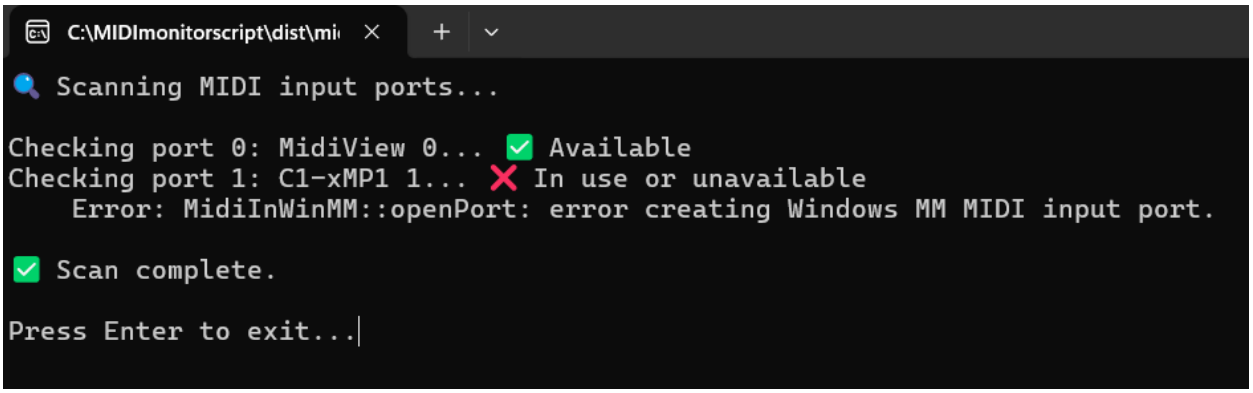
If it is disabled in the DAW, you can verify that by using a free app like Midi View

or use this small utility we created and scans the MIDI Ports on your Windows computer.
If you have an AKAI MPC connected it may be using the C1-xMP1.

If the C1-xMP1 port is free it will show it like this



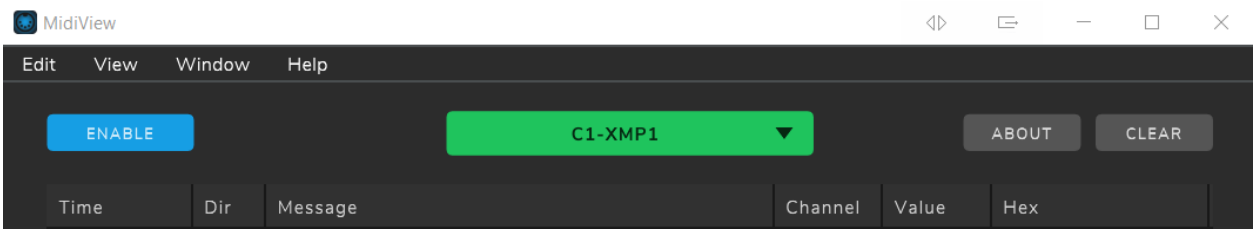
If the port is in use it will show something like this



How to check if another app is using the C1-xMP1 in MIDIView

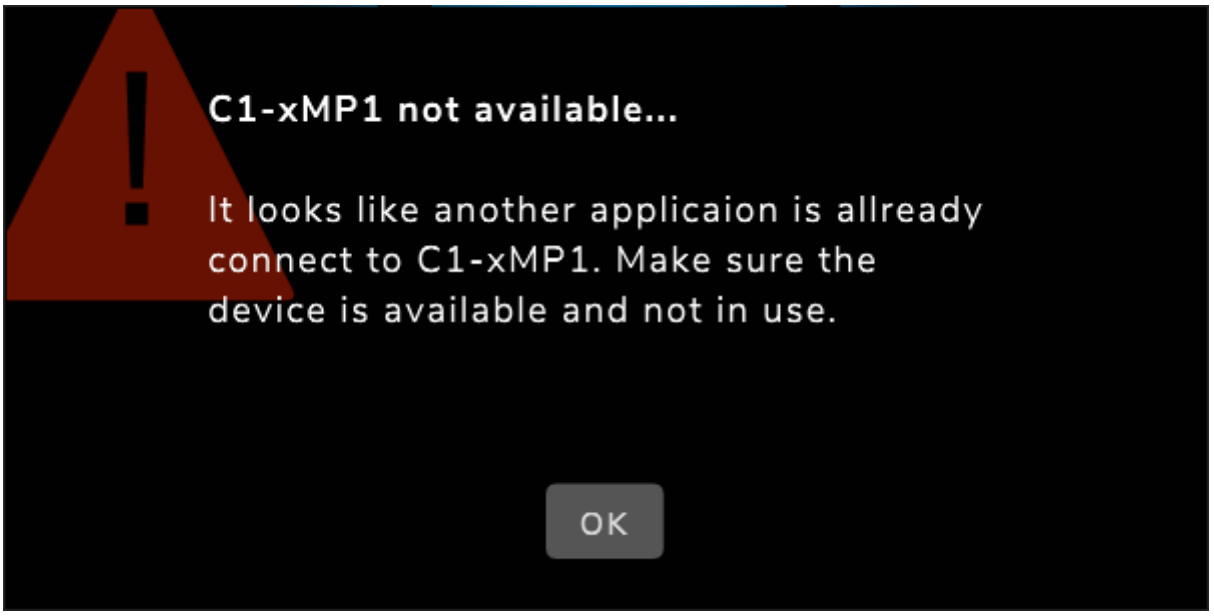
Close your DAW and any other MIDI related software.

Then Open Midi View and select C1-xMP1



If the C1-xMP1 button is green, then all is ok.

If you get an error message:



Then some software is using the C1-xMP1 and you need to find which software this is. Please note that It is not technically possible to detect using a program which software is using the MIDI port on Windows.

You can repeat the test by opening the DAW first and then opening the Midi View (without having the MP Host open).
The C1-xMP1 should be available in Midi View after the DAW has opened.

> If you get the error is Midi View, then the DAW is using C1-xMP1 and it will not be available to be used by the MP Host plugin, hence you will get the "Controller not Connected" message. In this case you need to disable it in the DAW as instructed here.

If C1-xMP1 does not show up in the device manager

Connect the USB cable provided directly to the computer USB-A port (not USB-C) from the USB-C MIDI port on the controller. 

The MIDI port works independently from the other ports of the controller - Display & HDMI - so it does not matter if these are connected or not.

Try a different USB-A to USB-C DATA cable or connect directly to the computer instead of through a USB hub or KVM switch.

Connect the cable provided directly from the MIDI port of the controller, to the computer's USB A port (not USB-C port).

If you are connecting to a USB-A port directly to the PC and it still does not show up in the device manager, check this article

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