

4. Mac - Model 1A+/2A : Troubleshooting the Touchscreen

You need Mac OS Mojave or above for the touch function to work.

When you first connect the controller, the touch function will move the mouse cursor at the current display. It will **not** move the cursor automatically to the controller display. To move the cursor automatically to the controller display install the [Touch Utility](#) or [UPDD](#)

UPDD does **not** have to be installed for the Mac OS to detect the Touchscreen hardware.

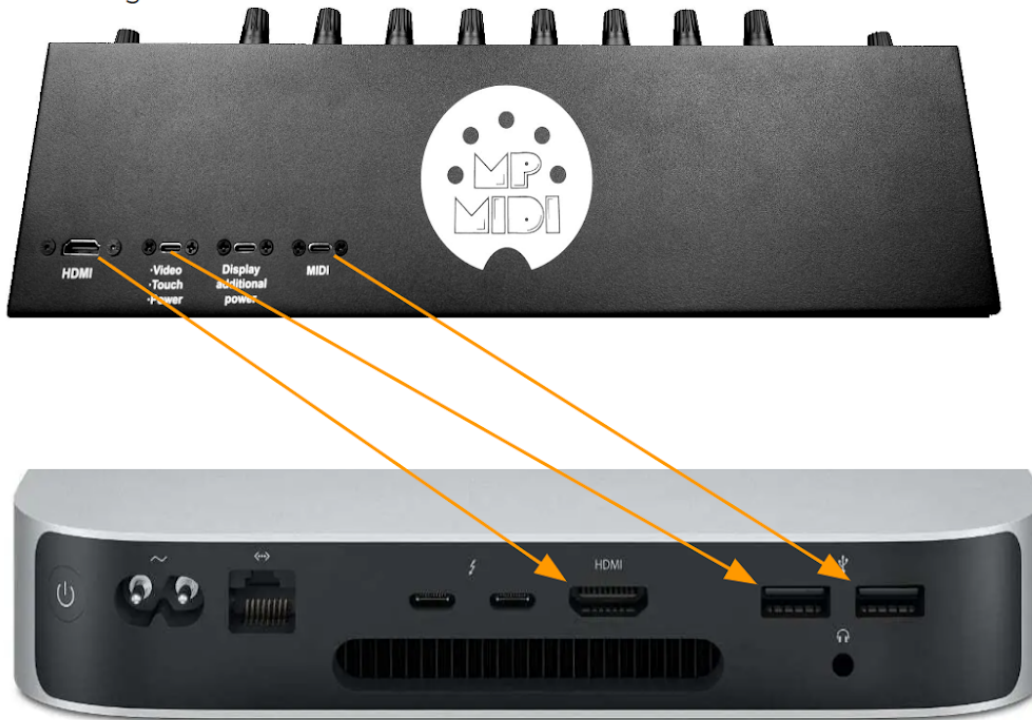
First, we need to check if the Mac OS finds the Touch hardware.

Follow these steps:

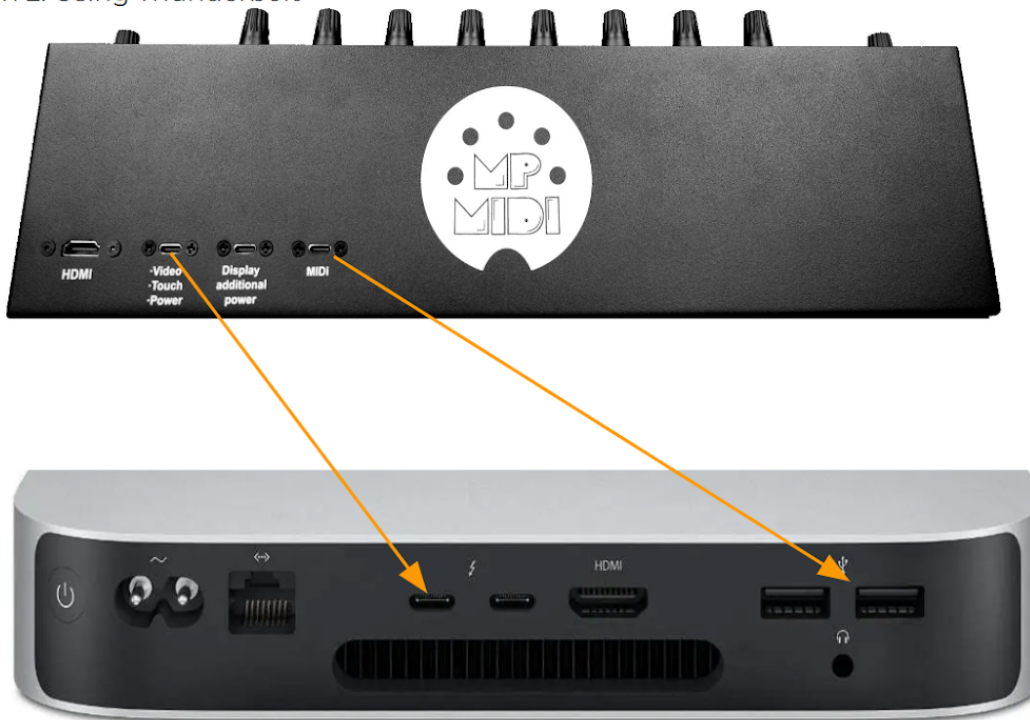
1. Connect USB-C to USB-A cable directly to the Mac's USB port without going through a hub or the Y-cable or any other middleware.
2. Then connect the HDMI for video signal (if there is no video signal the monitor will power off).

Alternatively to the hdmi, you can try a Thunderbolt (USB-C to USB-C) cable directly on the Mac, but the best method to test is with the provided USB-A cables.

Option 1. Using HDMI

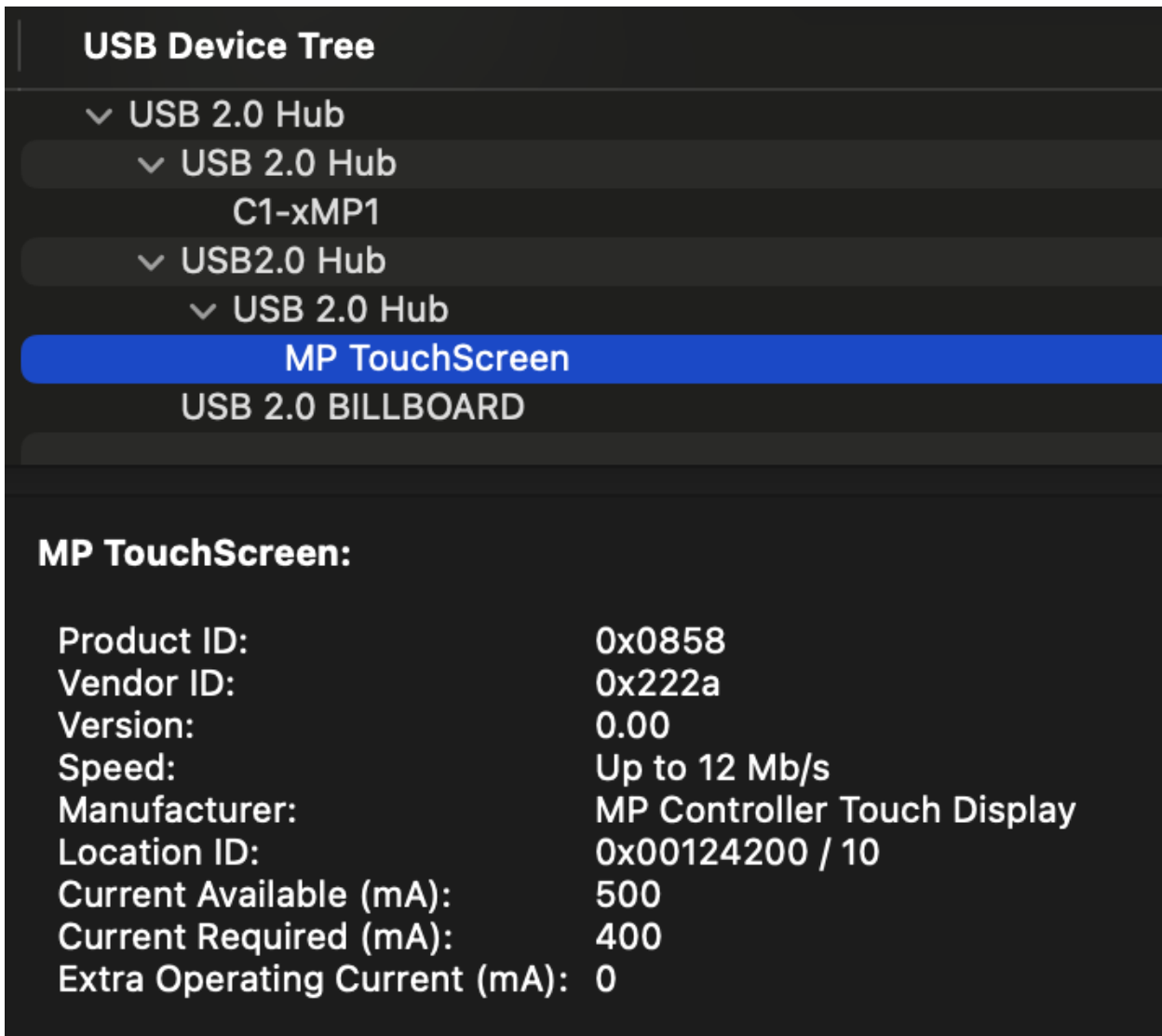


Option 2. Using Thunderbolt



3. Open the System Report of the Mac and check under the USB Tree, it should display

MP Touchscreen



The screenshot shows a dark-themed 'USB Device Tree' window. The tree structure is as follows:

- USB 2.0 Hub
 - USB 2.0 Hub
 - C1-xMP1
 - USB2.0 Hub
 - USB 2.0 Hub
- MP TouchScreen** (highlighted in blue)
- USB 2.0 BILLBOARD

Below the tree, the details for the selected 'MP TouchScreen' device are displayed:

MP TouchScreen:

Product ID:	0x0858
Vendor ID:	0x222a
Version:	0.00
Speed:	Up to 12 Mb/s
Manufacturer:	MP Controller Touch Display
Location ID:	0x00124200 / 10
Current Available (mA):	500
Current Required (mA):	400
Extra Operating Current (mA):	0

Alternatively to opening the System Report (needs to be reopened every time you unplug a USB device), you can download [this](#) small utility app (right click and click "save link as..." to download it) which when you run it, it shows if the MP Controller's touch software is properly connected and found by Mac OS.

Please note that the cursor of the mouse must be on the MP Controller for the touch function to work properly. If it is located on your main monitor and when you touch the screen it will move the mouse in the main screen. UPDD transfers the touch on the MP Controller screen area automatically, regardless of the position of the mouse.

For further information on UPDD see [this article](#)