

## 5. Mac - Model 1A+/2A - Display powers ON but goes to sleep - Power Saving and No Signal

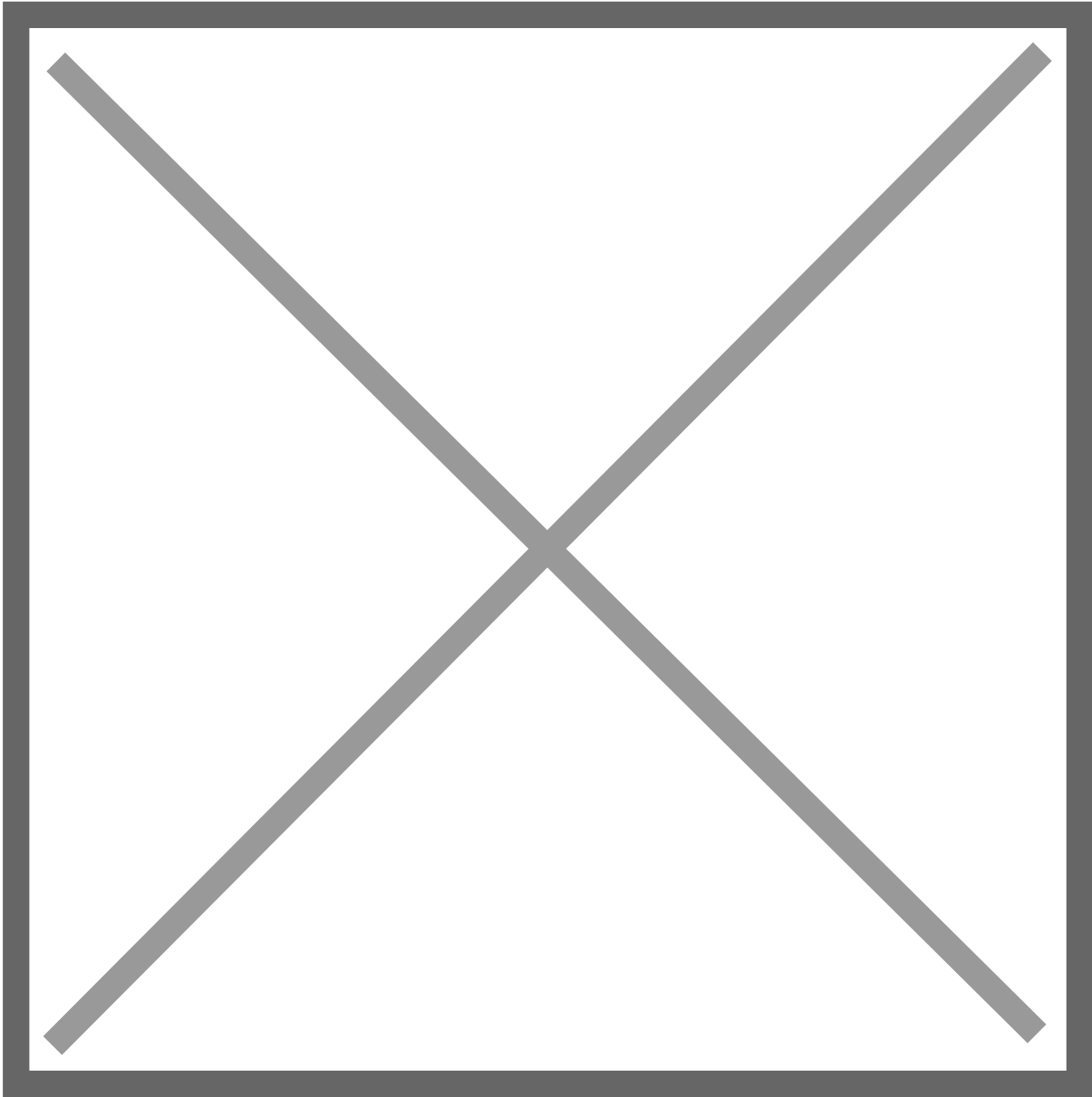
If the display powers on and shows the logo but short after powers off (sleep mode), this confirms that the display of the controller receives power, however

- no video signal is being received from the computer or
- the video signal is not of the correct resolution and/or refresh rate

This is a standard behavior on all monitors connected to computers when they don't receive video signal.

If the display restarts constantly, then the problem is not enough power provided to the MP Controller display port,  
see [this article](#)

If the display does not power ON at all [see this article](#) (no MP MIDI logo on startup)

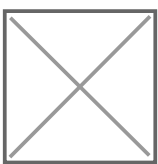


## Connection Options

Connect the cable to the Display port (Video, Touch Power), by following one of the 2 connection options,

- Thunderbolt: USB-C to USB-C or
- HDMI: USB-A and HDMI.

See the [connection diagrams](#) on the initial setup guide.



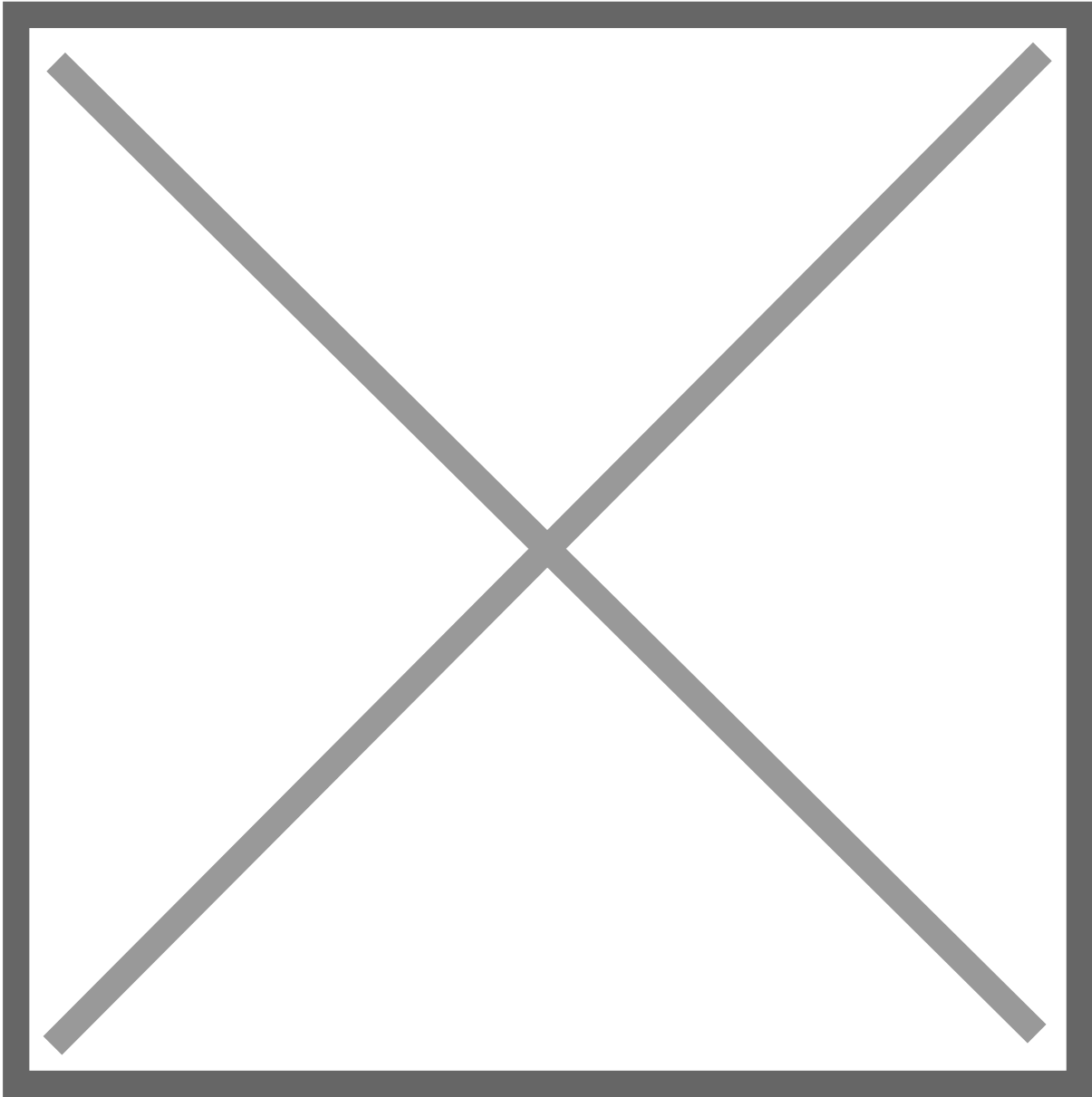
This port should always be connected, either with USB-C to USB-A when using HDMI, or USB-C to USB-C when using thunderbolt.

Not all USB-C ports are the same on newer Macs. USB-C ports on some models placed in the front panel of the Mac are plain USB ports which do not provide a video signal. Ensure you are using Thunderbolt ports (usually at the back).

For Apple Silicon Macs models made after 2022, to connect via Thunderbolt (For Video, Touch, Power) we recommend purchasing a 1m Thunderbolt 4 cable, for example [Amazon Basics USB-C to USB-C 4 Fast Charger Cable, 40 Gbps, 8K Video, 240W, USB-IF Cert, Thunderbolt 4/3 Compatible](#)

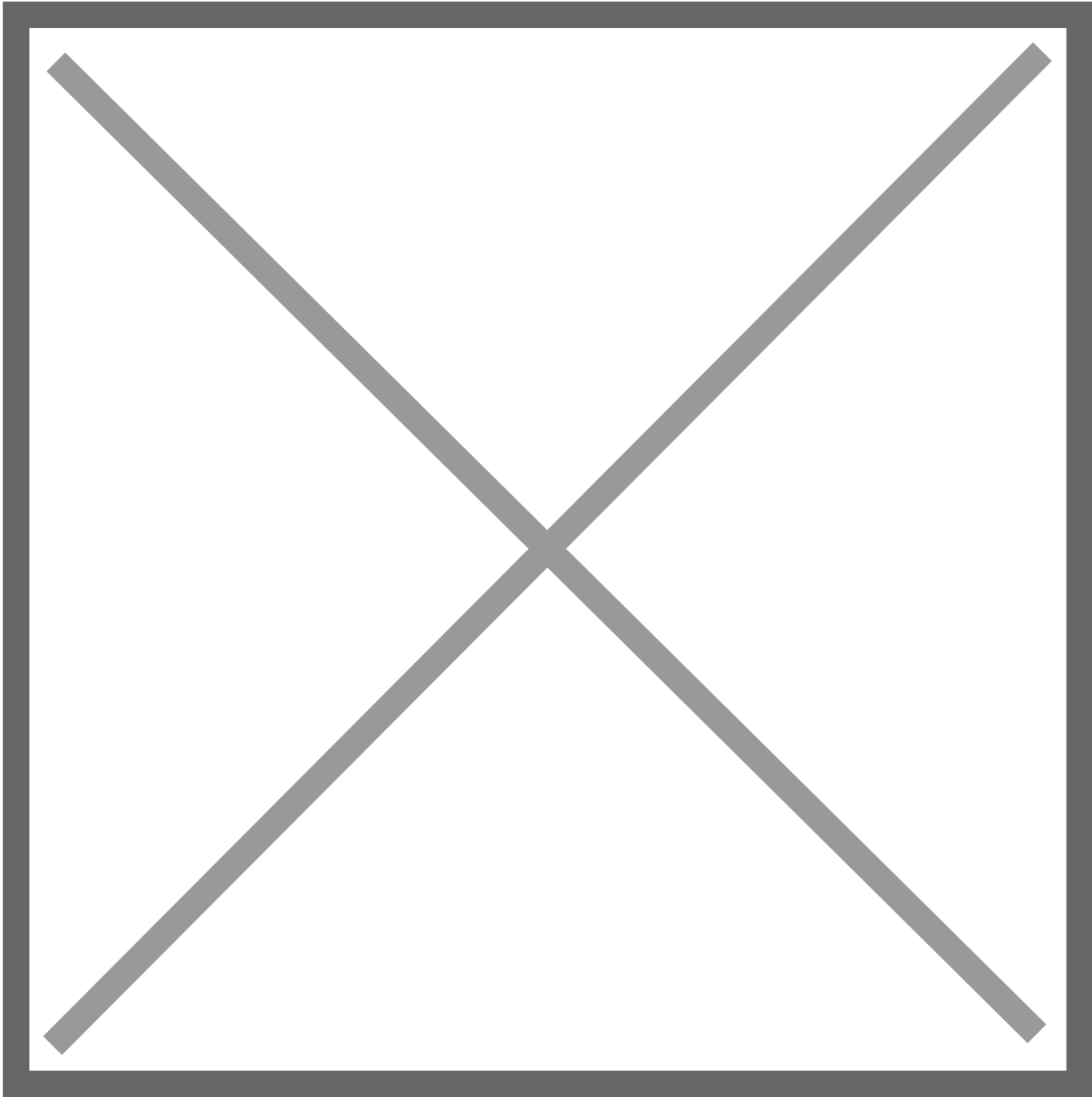
(Note that, the MIDI port connection is still needed for MIDI communication)

Note: The "Display additional power" port will not transfer video signal when connected and it should only be used to provide additional power. If you connect only this port, the display of the controller will go into power saving and display the "No Signal" message



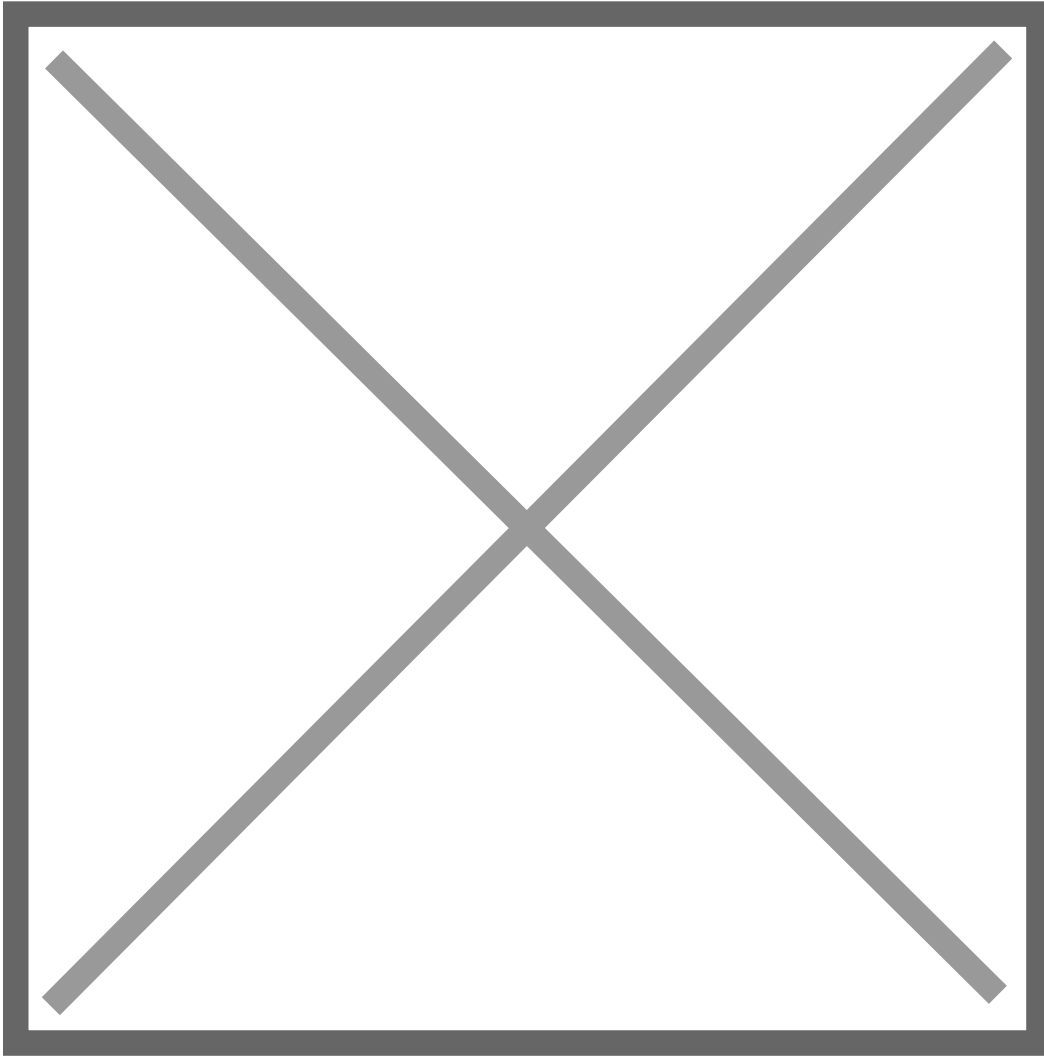
## Changing the Refresh Rate

If the display of the controller is shown after connection in the System Settings > Displays, the monitor frequency should be automatically set to 60Hz.



In some cases, the Mac OS may set it to 75Hz and this will cause the display of the MP Controller to go to sleep.

The refresh rate settings on MacOS are hidden — In Display Settings, be sure to hold the Option key when clicking "Scaled" to see the refresh rate option.



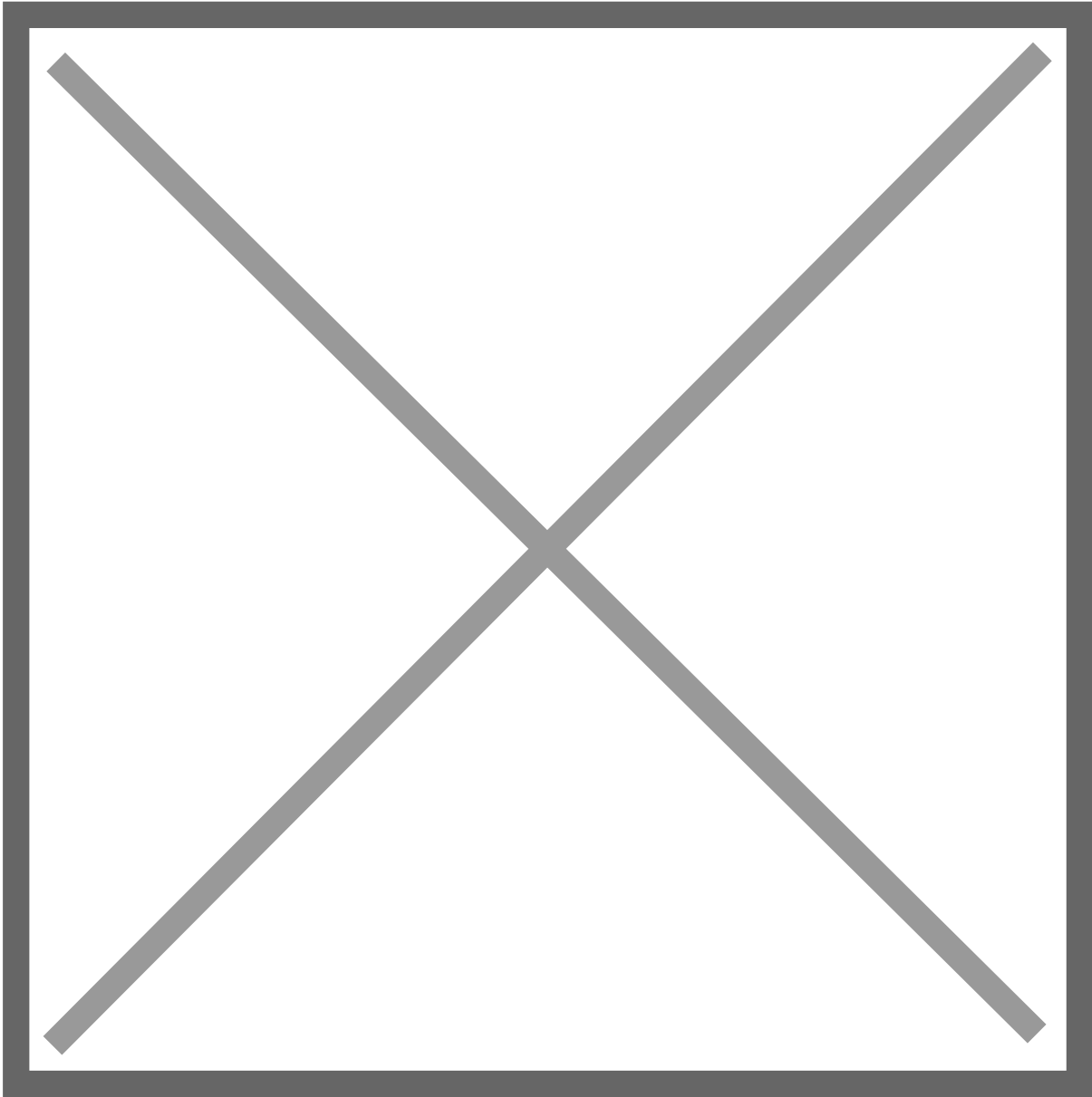
See [video](#) how to change the refresh rate on MacOS Sonoma

The resolution of the monitor should be set to 1920 x 1080,.

Set the monitor as external display in Displays on the Mac. (not mirror)

If you are connecting the controller's display using USB-C thunderbolt and it does not show as an additional display in the System Settings > Displays, then it means the Mac OS cannot recognize the display. This may be due to a number of factors depending on Mac model and thunderbolt generation. In this case connect the display using HDMI as shown in the next section.

Also see: MacOS 13.4 Ventura - External Monitor no longer detected. Worked until the update to 13.4 <https://discussions.apple.com/thread/254875167?sortBy=best>



## Mac not able to provide video signal via Thunderbolt

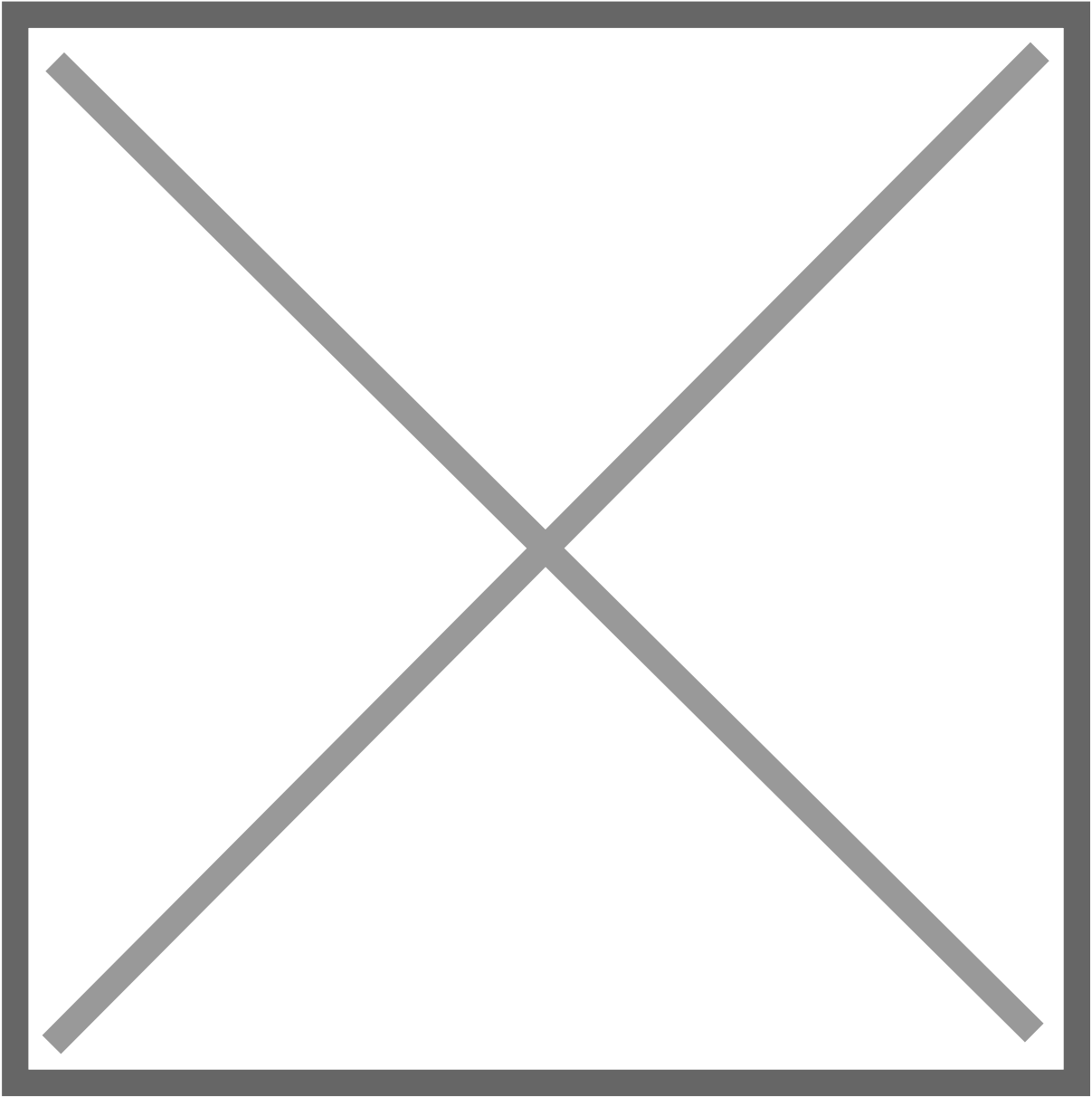
If using the USB-C Thunderbolt port on your Mac and it is unable to provide video signal to the MP Controller which consequentially the display goes to sleep, then connect it using HDMI and USB-A as shown below.

If your Mac is unable to provide video to the display using USB-C thunderbolt, you may still be able to use USB-C to USB-C for touch/power and HDMI for video.

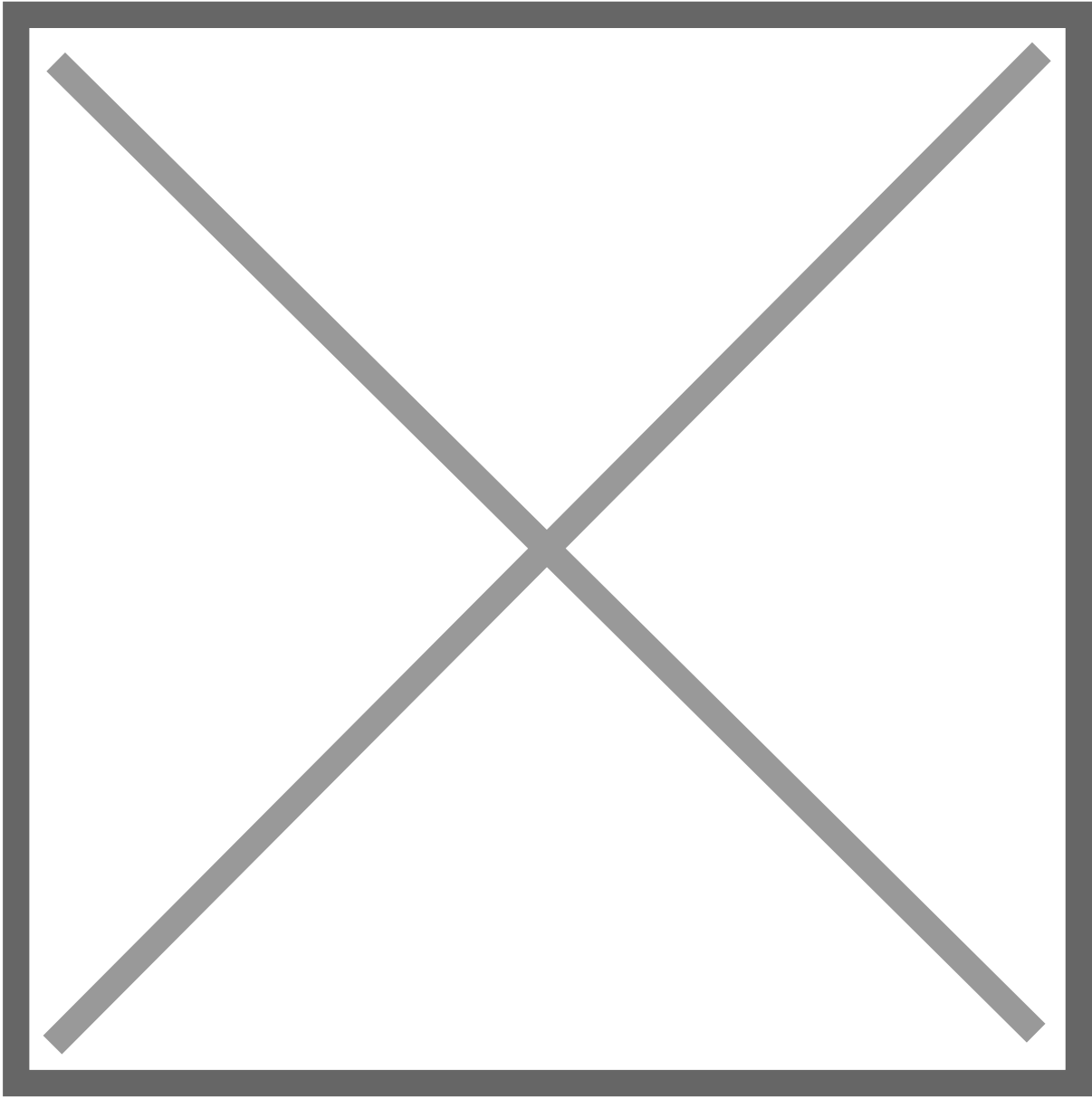
If you don't have an HDMI port and USB ports available on your Mac, you should use a USB-C powered docking station. See some suggestions [here](#)

If you have multiple displays connected to your Mac, ensure that your Mac has the ability to provide video signal to the number of displays you have connected including the MP Controller. For example, the Mac Mini M1 can only use 2 displays. You can extend (add more) the number of displays on a Mac by using a

Wavlink USB adapter.

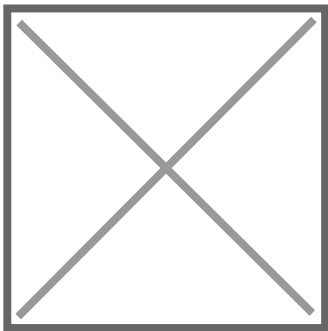


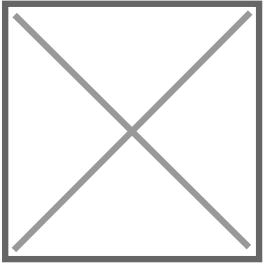




## Changing the video input on the display

Although the input is selected automatically when detected (HDMI or Thunderbolt via USB-C), when you connect the Display port and the MP MIDI logo comes on, before it goes to Power Saving mode, use the remote control to select the correct input, HDMI or TYPE-C.





Note that the remote control must be pointed to the remote receiver on the controller.

