

## 8. Mac - Troubleshooting in depth the C1-xMP1 MIDI Controller

The C1-xMP1 is the midi device of the MP Controller.

If it **does** show up in the System Report but it still does not found by the MP Host plugin then try the following.

### Create a new configuration in Mac's MIDI Studio

Click on the dropdown:



Then select New Configuration. This will reset the MIDI studio



You will see the connected MIDI devices



Double click on the C1-xMP1 and you should see that the device is online



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### Using the Console to diagnose

The Mac has a build-in Console that shows logs of when hardware connects to the computer.

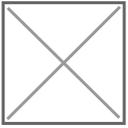
Open the Console



Type in the search area: **icdd**, **hit enter** and then click on Start



Disconnect the C1-xMP1 cable from the Mac and then connect it again (always on a USB-A port). You should see the following data being populated on the Console.



If you don't see this data then click **Pause**, then on **Clear** and then on **Errors and Faults**



Disconnect the C1-xMP1 and click on Start. Then connect the C1-xMP1.

Check if there are any errors related to C1-xMP1 that appear on the Console.

If there are errors it means there is an issue with the connection. If you are connecting via USB-A and it is still producing errors, you can try using a USB Hub or USB-C docking station that has USB-A ports.

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