

8. Windows - C1-xMP1 does not show up in the device manager

The MIDI port of the MP Controller should be connected with a USB-A port and does not require any drivers to be installed as it is a USB MIDI class compliant device.

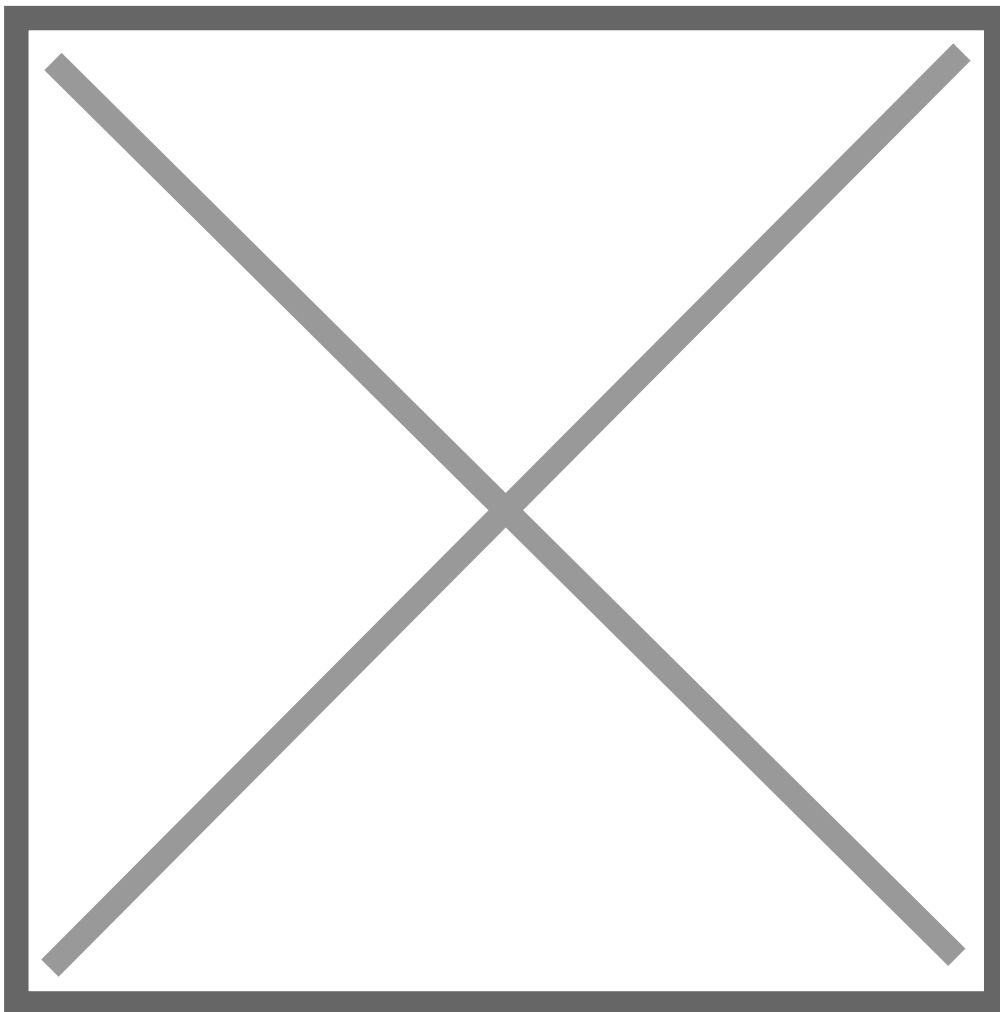
If you are connecting to a USB-A port directly (not via a USB hub) to the PC and C1-xMP1 still does not show up in the System Report, you need to check the internal micro-USB cable that connects on the MIDI board.

To get to that port, you need to unscrew the bottom cover.

Open up the bottom cover by unscrewing the bottom screws.

Disconnect the microUSB cable from the C1-xMP1 and connect the data cable directly on the Mac.

Disconnect by gently pulling the microUSB cable and connect it again.

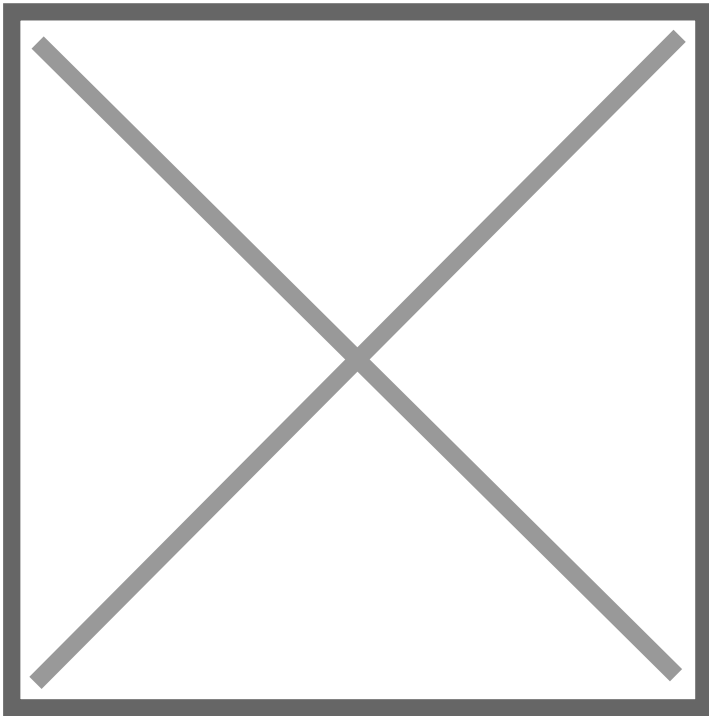


If it is still not showing in the System Report, connect it on another computer and check the device manager to see what device is shown when it is connected.

Bypassing the internal USB Port

Additionally, you can try to bypass the internal port of the C1-xMP1 and connect it directly from the MIDI board to the PC using a microUSB to USB-A DATA Cable like [this](#).

Please note that not all microUSB cables are data cables. Many are just charging cables and these will not work. Ensure you are using a data cable.



If these steps do not solve the issue, send us an email to advise further on how to proceed.

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