



### Wave Panel Troubleshooting Check Points

- Go through the **Trouble-shooting** section in the **Wave User Manual**. This will help you to provide information in the fault description.
- Check that the software you are using the panel with supports Wave.
- Specifically with Apple Color:
  - You need **Color v1.5**.
  - Make sure you have installed the latest **Color Support Package** from the Tangent Wave website Support page.
  - Make sure you have tried selecting **Revert to Defaults** in the File menu in the **Wave Control Mapper**. Make sure you back-up your custom map first.
  - Make sure you have selected **Tangent Wave Color PlugIn** as the control surface type in Color.
- For software other than Apple Color make sure you have configured that software correctly to use Wave.
- Make sure you are using a known good USB cable.
- If you are using a USB hub or USB extender with the panel try removing this and connect the panel directly to your computer. This will tell if you if the hub or extender is the cause of the problem.
- Check that the USB socket on your computer can supply 500mA. Some lap-tops and older computers cannot do this.
- Ensure the trackerballs are inserted correctly in the panel as described in the **Getting started** section of the **Wave User Manual**.

If none of the above fixes resolves your problem please complete the Return Material Authorisation sheet below. **Please note returns will not be accepted unless this process has been correctly followed and an RMA number obtained.**

Company Name:	
Contact Details: (phone and e-mail):	
Serial No. of panel:	
Date of purchase:	
Detailed fault description:	
Customer Signature: (confirming that the above fixes have been tried)	
Date:	