

# Tangent panel pre-purchase FAQ

## 1 Do I get a USB hub with the panels?

The Arc panels have a USB hub built-in. However when you buy any of our other products you **do not** get a separate USB hub included. If you don't have enough free USB ports available then you will need to purchase a USB hub separately – see **Section 2 (What sort of USB hub do I need?)**.

Every panel does include a USB cable.

## 2 What sort of USB hub do I need?

If your computer does not have enough spare USB ports to connect all your panels then you will need to buy a USB hub. If you wish to extend the USB connection to the panel then an extender can be used.

**Very important: the USB hub must be powered.** The power supply and hub must be able to supply 500mA to every panel connected. So for example, if you are connecting 4 Element panels to your hub, the power supply must be rated to supply at least 2A (4 x 500mA). A separate PSU is also required for individual panels if they run through a Hub or Extender.

Tangent does not sell USB Hubs or extenders. However we have tested and can recommend the following USB Hub & PSU from [Lindy Electronics](#):

**4 Port Hub, Part No: 42998**  
USB 2.0 Smart Hub Pro

**Multi Country Switching AC Adapter, Part No: 73824**  
5V DC, 2.6A, 1.35mm Inner / 3.5mm Outer DC Jack

## 3 Does my application support any Tangent Panels?

Check the [Application page](#) on our website. You'll find a list of Applications and clicking on each will reveal which Tangent panels are supported.

## 4 Do I need to install the Tangent Hub software?

Many applications require you to install the Tangent Hub software. To find out if your application requires this then:

- Go to the [Support page](#) of our website.
- Choose your panel type from the drop-down list
- Scroll down and choose your application from the drop-down list.

Details will then appear

## 5 Can I customise the mapping of the controls on the panels?

Many applications support the Tangent Mapper which means that you will be able to customise the control mapping. To find out if your application supports this then:

- Go to the [Support page](#) of our website.
- Choose your panel type from the drop-down list
- Scroll down and choose your application from the drop-down list.

Details will then appear

## 6 Printed Manuals

There is no printed manual for any of our panels. The manual is available to download from the [Support page](#) of our website: Choose your panel type from the drop-down list and a link will appear for you to download the manual.

## 7 Drivers

The panels do not require drivers to be installed as they use the USB HID driver that is a built in feature of Windows, OS X and Linux. Some applications do however require the Tangent Hub utility to be installed – See **Section 4 (Do I need to install the Tangent Hub software?)**.

## 8 Variations in paint finish and colour

There may be slight variations in finish and colour between panels. This is normal and is due to the manufacturing process. Tangent will do all they can to minimise this but it cannot guarantee an exact match.

## 9 Variations in the colour of the displays

There may be slight variations in colour of the displays between panels. This is normal and is due to the manufacturing process. Tangent will do all they can to minimise this but it cannot guarantee an exact match between panels.

## 10 Changes in design

Tangent Wave Ltd reserves the right to alter any aspect of the design without notice.