

Sigma Troubleshooting Guide

Simple steps to get your Sigma timer talking to Salon Tracker again.



Sigma Vision

Work through the guide in order and stop as soon as the Sigma starts working.

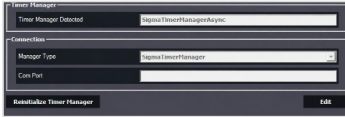
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What problem are you having?

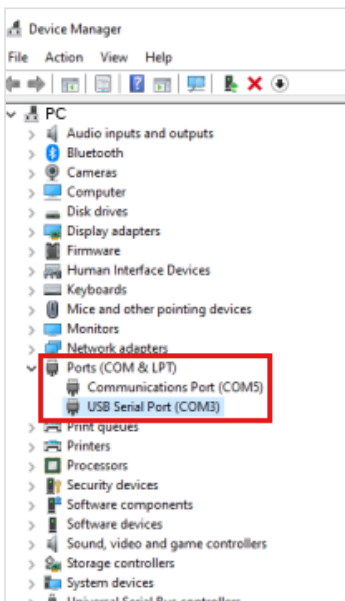
Choose the option that best matches what you can see, then go to that page.



1. Sigma is not detected in Salon Tracker

Timer Manager is blank, disconnected or showing the wrong COM port.

Go to [page 4](#)



2. The Sigma is not visible in Device Manager

Windows is not showing the Sigma connection under Ports (COM & LPT).

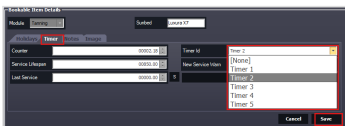
Go to [page 5](#)



3. The connection keeps failing

The COM port looks correct, but the Sigma still will not stay connected or initialise.

Go to [page 6](#)



4. A session is going to the wrong sunbed

The Sigma connects, but one or more beds are linked to the wrong Timer ID.

Go to [page 9](#)

Check the Sigma connection

Start with the physical connection and the Timer Manager settings in Salon Tracker.

1. Connect the Sigma to the PC

1. Make sure the Sigma USB cable is plugged firmly into the computer.
2. Unplug the cable, wait a few seconds, then plug it back in.
3. If possible, plug it directly into the PC rather than through a hub or extender.



Using a USB hub? A **powered hub** has its own mains power adapter, and the Sigma should work through one. An **unpowered hub** or USB extender only connects to the PC by USB, and may not give the Sigma enough power. If you need a hub, use a powered one, for example this [recommended powered USB hub](#).

2. Check Timer Manager in Salon Tracker

1. Open Salon Tracker and go to **Admin > Hardware > Timer Manager**.
2. Check that **Manager Type** is set to **SigmaTimerManager**.
3. If you already know the Sigma COM port, make sure the same COM port is entered.
4. Check that **Timer Manager Detected** shows **SigmaTimerManagerAsync**.



IS THE SIGMA DETECTED?

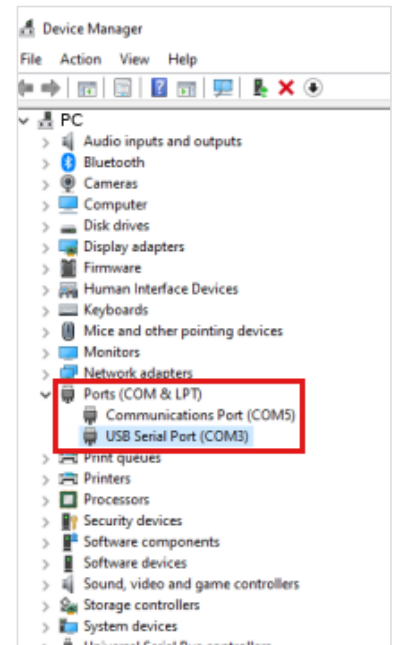
If Timer Manager Detected shows SigmaTimerManagerAsync and the Sigma is working, you can stop here. If it is still not detected, continue to [page 5](#).

Check Device Manager and COM port

Use Device Manager to check whether Windows can see the Sigma and which COM port it is using.

1. Check Device Manager

1. Right-click the Windows **Start** button and select **Device Manager**, or search for Device Manager from the Windows search bar.
2. Expand **Ports (COM & LPT)**.
3. Unplug the Sigma USB cable, then plug it back in. The entry that disappears and reappears is the Sigma. It usually shows as **USB Serial Port**.
4. Note the COM port number shown in brackets, e.g. **(COM3)**.



IF THE SIGMA IS LISTED

Note the COM port number, then set the same COM port in Salon Tracker (step 2 below).

IF THE SIGMA IS NOT LISTED

Try a different USB port. If nothing appears under Ports (COM & LPT), continue to [page 6](#).

2. Set the COM port in Salon Tracker

1. Go to **Admin > Hardware > Timer Manager**.
2. Enter or select the COM port you noted in Device Manager.
3. Close Salon Tracker and reopen it.
4. Return to Timer Manager and check that the Sigma is detected.

STILL NOT DETECTED?

Continue to [page 6](#) to reset the Sigma box and check Windows updates.

Reset the Sigma and check Windows updates

If the Sigma is still not detected, reset the box and make sure Windows is fully updated.

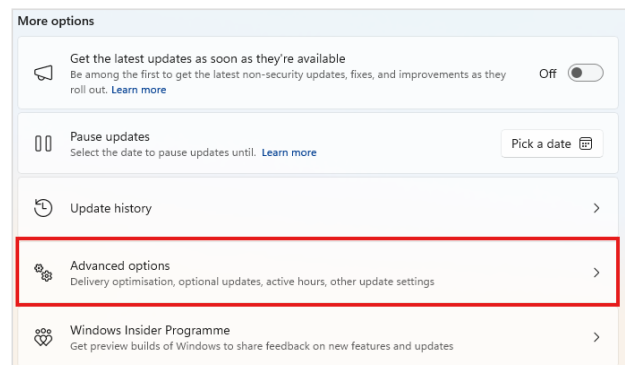
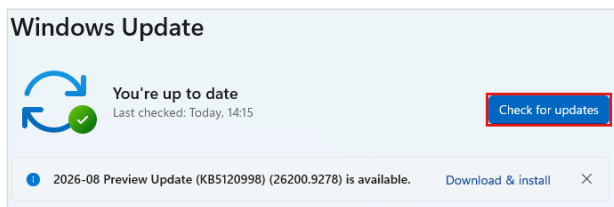
1. Reset the Sigma box

1. Go to the Sigma box and hold the **R** button for 10 seconds.
2. Release the button and check that the display shows **Ready**.
3. Restart Salon Tracker and recheck **Admin > Hardware > Timer Manager**.



2. Check Windows Updates

1. Open **Settings > Windows Update**.
2. Select **Check for updates** and install any available updates.
3. Restart the PC if Windows asks you to.



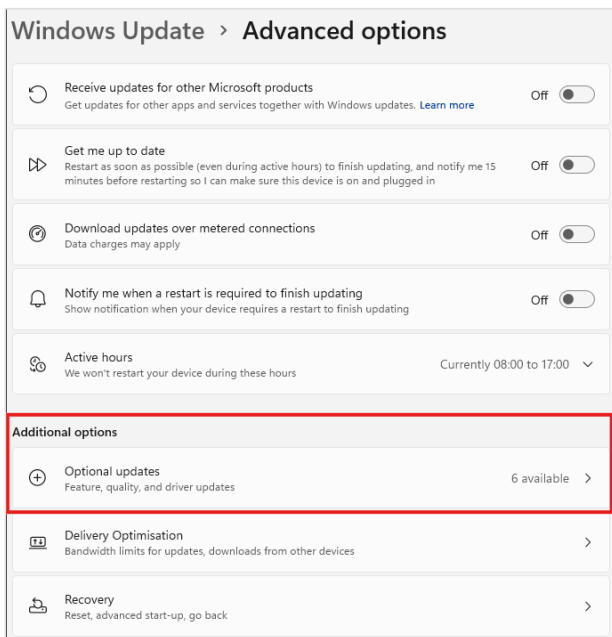
Then continue to [page 7](#) and check Optional Updates.

Check Optional Updates

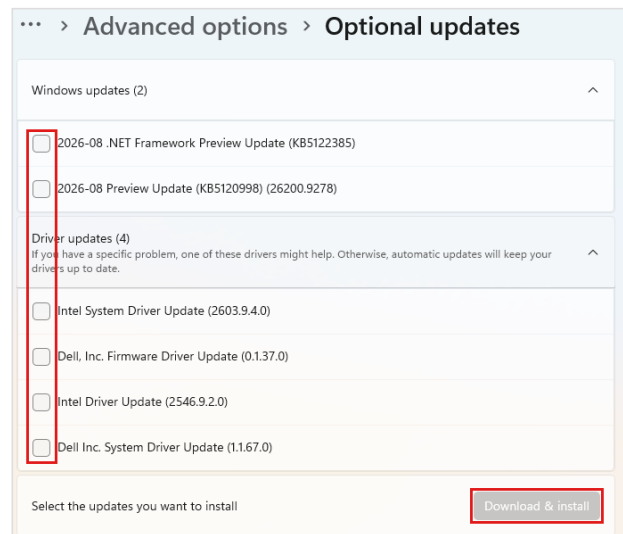
Install the pending optional updates shown by Windows Update. These often include the driver the Sigma needs.

1. Install Optional Updates

1. Return to Windows Update and open **Advanced options**.
2. Under **Additional options**, select **Optional updates**.
3. Tick the available pending updates. You may need to select the arrow for them to appear.
4. Select **Download & install**.



Advanced options



Optional updates

AFTER UPDATING

Restart the PC if Windows asks you to, then reopen Salon Tracker and check the Sigma connection again. Still not connecting? Continue to [page 8](#).

Check the Sigma serial number

If the connection problem continues, the serial number saved in Salon Tracker may be incorrect.

1. Find the serial number shown by the Sigma

1. Unplug the Sigma box and plug it back in.
2. The serial number will be displayed on the Sigma screen.
3. Use the last 5 digits. For example, if the serial number is 004321, enter **04321**.



USE THE NUMBER ON THE DISPLAY

The sticker on the box may be incorrect. Always use the number shown on the Sigma display.

2. Enter the serial number in Salon Tracker

1. Go to **Admin > Hardware > Timer Manager**.
2. Select **Edit**.
3. Find **SigmaTimerManager.SerialNumber**.
4. Remove the existing value and enter the 5-digit serial number.
5. Select **Save**.

Key	Value
SigmaTimerManager.SerialNumber	XXXXX [TODO Replace with Clients 5 Di...
SigmaTimerManager.ConsoleId	1234
SigmaTimerManager.ConsolePassword	89407
SigmaTimerManager.OptionsPassword	63410
SigmaTimerManager.ManualPassword	00000
SigmaTimerManager.StartType	6
SigmaTimerManager.BleepMode	0
SigmaTimerManager.CoolDownMinutes	2
SigmaTimerManager.LockOutMinutes	1
SigmaTimerManager.DefaultDelay	3
SigmaTimerManager.ThreadSleepTime	1500
SigmaTimerManager.AllowStopOnDelay	true
SigmaTimerManager.AllowStopOnDirtyBed	true
SigmaTimerManager.AllowStopOnError	true
SigmaTimerManager.AllowStopOnPaused	true

OTHER SETTINGS

The same settings list also contains Cooldown Minutes and Default Delay (dress-down minutes), which can be changed if required.

Connect sunbeds to the Sigma

Make sure each sunbed in Salon Tracker is linked to the correct Timer ID on the Sigma.

1. Assign the Timer ID

1. Go to **Management > Service Management > Bookable Items > Tanning**.
2. Select a sunbed, or create one if required.
3. Select **Edit** and open the **Timer** tab.
4. Choose the correct **Timer ID** from the dropdown menu and select **Save**.
5. Repeat this for each sunbed.

The screenshot shows the 'Bookable Item Details' window for a sunbed named 'Luxura X7'. The 'Module' is set to 'Tanning'. The 'Timer' tab is active, displaying a dropdown menu for 'Timer Id' with the following options: [None], Timer 1, Timer 2 (which is highlighted), Timer 3, Timer 4, and Timer 5. Other fields include 'Counter' (00002.18), 'Service Lifespan' (00850.00), 'Last Service' (00000.00), and 'New Service Warn' (S). At the bottom right, there are 'Cancel' and 'Save' buttons.

2. Test the connection

1. Go to the **Bookings** tab.
2. Confirm a booking for each sunbed.
3. Check that each session is sent to the correct bed.

SESSION GOING TO THE WRONG BED?

Return to the sunbed settings and check that its Timer ID matches the correct output number on the Sigma. Repeat the test after saving any changes.

Still not working?

If you have completed the previous steps and the Sigma is still not working, please contact Salon Tracker Support so we can take a closer look.

Contact Salon Tracker Support

Support Chat

salontracker.co.uk/help

Telephone

0113 350 8230

What we can check

Our Support Team can check the main areas that affect the Sigma, including:

- The Sigma USB connection and power to the PC
- Whether Windows is detecting the Sigma and the COM port correctly
- The Timer Manager settings in Salon Tracker
- The Sigma serial number saved in Salon Tracker
- The Timer ID assigned to each sunbed



Before you contact us

Please let us know what happened during these checks. It helps us fix the problem faster.

- Is the Sigma visible in Device Manager, and what COM port is it using?
- Does Admin > Hardware > Timer Manager show SigmaTimerManagerAsync?
- Have Windows Updates and Optional Updates been completed?
- What is the 5-digit serial number shown on the Sigma display?
- Is a session going to the wrong bed, or is the Sigma not connecting at all?

TIP

If possible, have Salon Tracker open and keep the Sigma connected to the computer. It also helps to have the COM port number and the 5-digit serial number ready.