

T-Max Troubleshooting Guide

Simple steps to get your sunbed timers talking to Salon Tracker again.



T-Max Manager G2



T-Max Manager Touch

Work through the guide in order and stop as soon as the beds start working.

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Which T-Max do you have?

Both models connect to the PC with a cable. Using the right, good-quality cable solves a lot of connection problems, so check which model you have first.



T-Max Manager G2

Physical buttons and a red number display.
Connects with a USB-to-Serial (9-pin) cable.

RECOMMENDED CABLE

Windows PC [UGREEN USB to RS232 DB9 9-pin Serial Cable](#)

Mac [UGREEN USB to RS232 DB9 Serial Cable](#) plus a [UGREEN USB-C to USB adapter](#)

User manual [T-Max Manager G2 manual](#)



T-Max Manager Touch

Touchscreen with a tile for each bed. Connects with a USB to USB-C cable.

RECOMMENDED CABLE

Windows PC [UGREEN USB to USB-C Cable](#)

Mac [UGREEN USB-C to USB-C Cable](#)

User manual [T-Max Manager Touch manual](#)

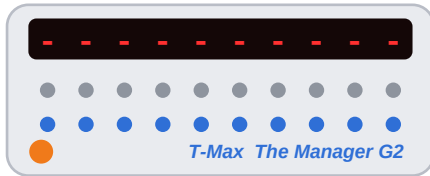
WHY THE CABLE MATTERS

Cheap or unbranded USB cables and adapters are one of the most common reasons a T-Max keeps dropping out. If you are having repeated problems and are not using one of the cables above, replacing it is often the quickest fix.

Now go to [page 4](#) and choose the problem you are having.

What problem are you having?

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



1. The T-Max Manager is showing dashes (-)

The T-Max Manager itself cannot see the sunbeds.

Go to [page 5](#)



2. Salon Tracker is not controlling the beds

Sessions are not being sent to the beds, or there is no green 0:00 above the beds on the Bookings page.

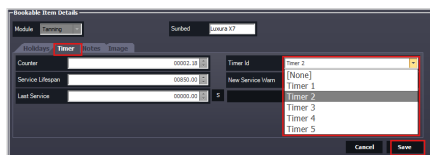
Go to [page 6](#)



3. The T-Max keeps disconnecting

It works for a while and then drops out, or stops working after the PC has been left idle.

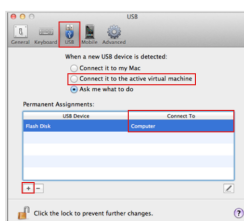
Go to [page 7](#)



4. A session is going to the wrong sunbed

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

Go to [page 13](#)



5. You are using Salon Tracker on a Mac

The T-Max is plugged into a Mac running Windows through Parallels Desktop.

Go to [page 14](#)

Check the T-Max Manager display

Before looking at the computer, check that the T-Max Manager can see your sunbeds. If it cannot, Salon Tracker will not be able to control them either.

1. Look at the T-Max Manager display

Look at the numbers above each bed on the T-Max Manager.

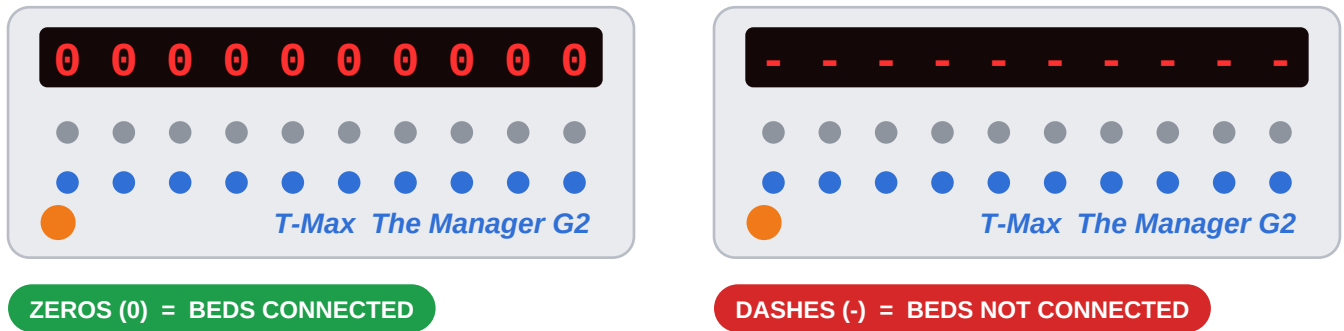


Illustration of the G2 display. If you see zeros, the T-Max Manager can see the beds, so continue to [page 6](#).

2. Showing dashes? Restart the T-Max Manager

1. Switch the T-Max Manager off at the power.
2. Wait 10 seconds.
3. Switch it back on and let it start up fully.
4. Check the display again.

NOW SHOWING ZEROS?

The problem is fixed. If Salon Tracker is still not controlling the beds, continue to [page 6](#).

STILL SHOWING DASHES?

The T-Max Manager cannot see the sunbeds. This is a problem with the wiring between the T-Max Manager and the beds, not with Salon Tracker or your PC. Please contact your **T-Max engineer**.

Error code on the display? Look it up in the [T-Max error code list](#).

Check the Salon Tracker connection

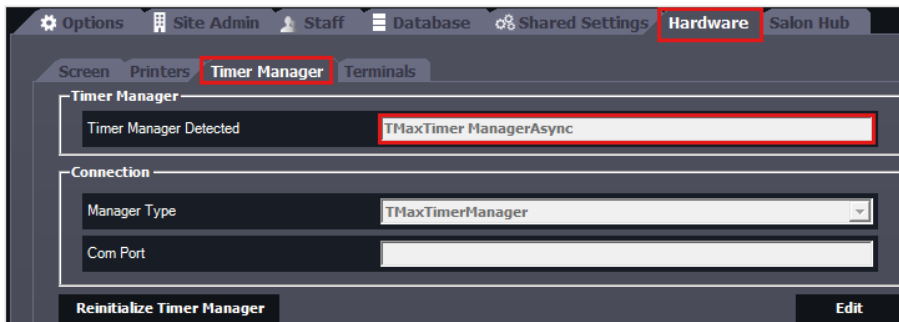
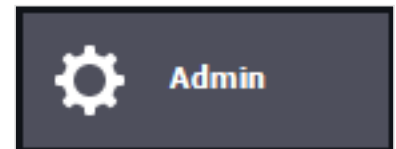
Check whether Salon Tracker can see the T-Max Manager. Most connection problems are fixed by a restart.

1. Restart Salon Tracker

1. Close Salon Tracker fully.
2. Open Salon Tracker again.
3. Watch the loading screen. You should see **Initialising timer manager** for several seconds. This is normal and means it is connecting to the T-Max.

2. Check the Timer Manager

1. Click **Admin**.
2. Open the **Hardware** tab, then **Timer Manager**.
3. Check that **Timer Manager Detected** shows **TMaxTimerManagerAsync**.



3. Check the Bookings page

Open **Bookings** in calendar view. Look for a green **0:00** above each bed.



CAN YOU SEE TMAXTIMERMANAGERASYNC AND A GREEN 0:00?

The T-Max is connected. You can confirm a test booking on a bed to check it starts. If it is working, you can stop here.

NOT DETECTED, OR NO GREEN 0:00?

Continue to [page 7](#) to reconnect the cable. If this is a brand new setup, the T-Max feature may need turning on first, so contact Support ([page 16](#)).

Reconnect the cable

Reconnect the cable first, then check whether a USB hub may be affecting the connection.

1. Reconnect the cable

1. Close Salon Tracker.
2. Check the cable is fully plugged in at both ends: the T-Max Manager and the PC.
3. Unplug the cable from the PC and wait 5 seconds.
4. Plug it into a different USB port, directly on the PC if possible.
5. Open Salon Tracker and check the connection again ([page 6](#)).



2. Check whether you are using a powered USB hub

If the T-Max cable is plugged into a USB hub, the hub needs its own power supply.

- | | |
|-----------------------|---|
| Powered hub: | Has its own mains power adapter that plugs into the wall. The T-Max should work through a powered hub. |
| Unpowered hub: | Only connects to the PC by USB and has no separate power adapter. This can cause the T-Max to keep disconnecting. |
| What to do: | Plug the T-Max cable directly into the PC, or use a powered USB hub instead. |



Recommended powered USB hub

[View on Amazon](#)

Keeps working when the PC goes idle, and supplies steady power to the T-Max cable.

If the T-Max is still not connected, continue to [page 8](#).

Check Device Manager

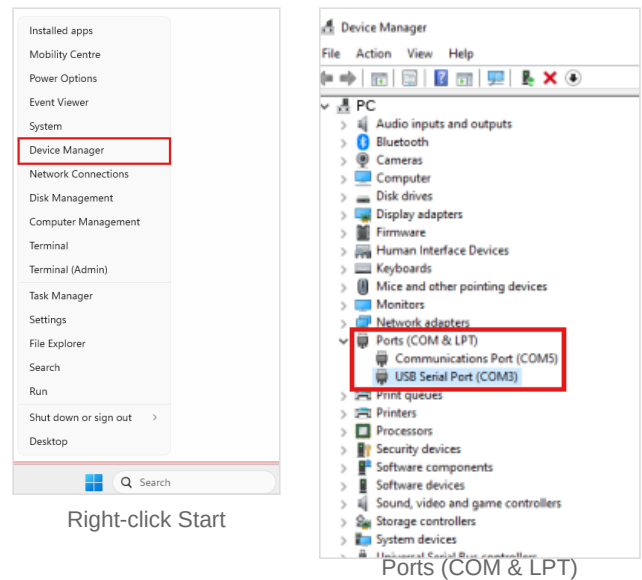
Use Device Manager to check whether Windows can see the T-Max cable, and what it is called.

1. Open Device Manager

1. Close Salon Tracker.
2. Right-click the Windows **Start** button and select **Device Manager**.
3. Expand **Ports (COM & LPT)**.

2. Find the T-Max cable

1. Unplug the T-Max cable from the PC. One entry should **disappear** from the Ports list.
2. Plug it back in. The entry should **reappear**. That entry is your T-Max cable.



The name can vary depending on the cable, e.g. "USB Serial Port (COM3)".

WHAT DOES THE CABLE SHOW AS?

A normal name with no warning, e.g. **USB Serial Port (COM3)**

[Go to page 11](#)

PL2303TA DO NOT SUPPORT WINDOWS 11 OR LATER, PLEASE CONTACT YOUR SUPPLIER

[Go to page 9](#)

CP2102 USB to UART Bridge Controller with a yellow warning symbol

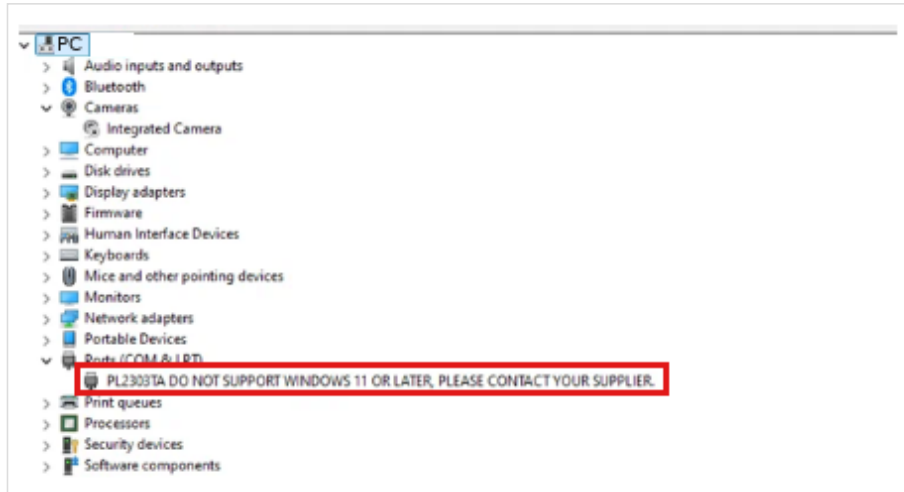
[Go to page 10](#)

Nothing appears or disappears when you unplug the cable. Try another USB port and, if you have one, another cable.

[Go to page 12](#)

Fix the "PL2303TA" driver message

This message means Windows has installed a driver that does not work with your cable. Switching to an older (2018) driver fixes it.



Change the driver

1. Close Salon Tracker.
2. Open Device Manager and expand **Ports (COM & LPT)**.
3. Right-click **PL2303TA DO NOT SUPPORT WINDOWS 11 OR LATER...** and select **Update driver**.
4. Select **Browse my computer for drivers**.
5. Select **Let me pick from a list of available drivers on my computer**.
6. Select the driver with a **2018** date.
7. Click **Next**, then **Close**.
8. Reopen Salon Tracker and check the connection ([page 6](#)).

NO DRIVER WITH A 2018 DATE IN THE LIST?

Download and run the [Prolific driver installer](#), then repeat steps 2 to 8.

MESSAGE COMES BACK LATER?

Windows can sometimes replace the driver again, for example after an update. If the message returns, repeat the steps on this page.

Fix the CP2102 driver warning

This is usually seen with the T-Max Touch. The yellow warning means the cable driver is missing, so Windows cannot use the cable.

v Ports (COM & LPT)

 CP2102 USB to UART Bridge Controller

Illustration of how it appears in Device Manager

1. Download the driver

1. Download the **CP210x Universal Windows Driver** from the [Silicon Labs website](#).
2. Open **File Explorer** and go to **Downloads**.
3. Click the **CP210x_Universal_Windows_Driver** file and select **Extract all** at the top.

2. Install the driver

1. Open Device Manager and double-click **CP2102 USB to UART Bridge Controller**.
2. Open the **Driver** tab and click **Update Driver**.
3. Select **Browse my computer for drivers**, then click **Browse**.
4. Select the extracted **CP210x_Universal_Windows_Driver** folder, click **OK**, then **Next**.
5. Click **Close**. The driver is now installed and the yellow warning should be gone.

CHECK IT WORKED

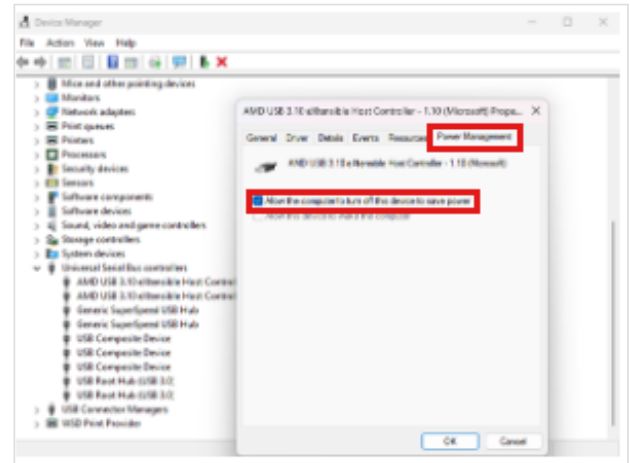
Open Salon Tracker and go to Admin > Hardware > Timer Manager. It should show a timer manager detected. See [page 6](#) for what to look for.

Turn off USB power saving

Windows can switch off USB devices to save power. This makes the T-Max disconnect, especially after the PC has been idle.

1. Turn off power saving on the cable

1. In Device Manager, expand **Ports (COM & LPT)**.
2. Right-click the T-Max cable and select **Properties**.
3. Open the **Power Management** tab.
4. Untick **Allow the computer to turn off this device to save power**.
5. Click **OK**.



The Power Management tab

2. Turn off power saving on the USB controllers

1. In Device Manager, expand **Universal Serial Bus controllers**.
2. Double-click each item and check whether it has a **Power Management** tab.
3. Where it does, untick **Allow the computer to turn off this device to save power** and click **OK**.
4. Repeat for every item in the list, then restart Salon Tracker.

NO POWER MANAGEMENT TAB ON THE T-MAX CABLE?

The cable itself may be unreliable. We recommend replacing it with one of the recommended cables on [page 3](#).

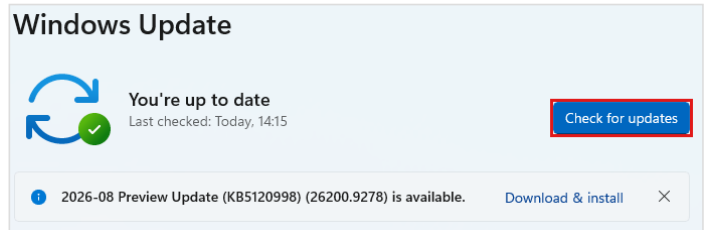
If the T-Max is still not connected, continue to [page 12](#).

Check Windows and driver updates

Windows Update installs the drivers the T-Max cable needs. Make sure all updates are done, including optional ones.

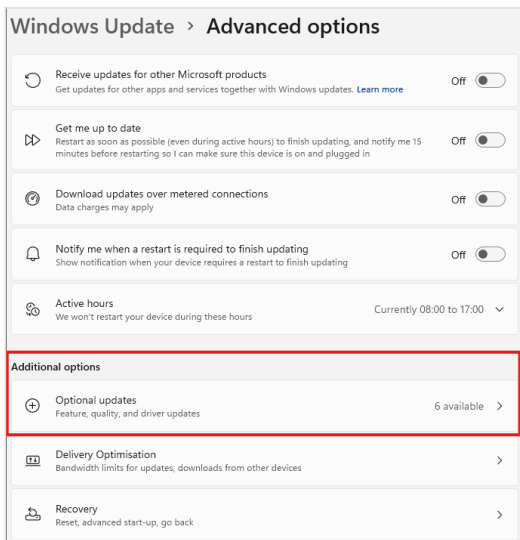
1. Check for Windows Updates

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

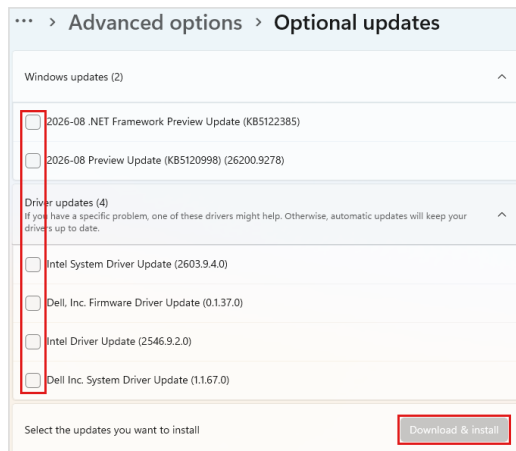


2. Check Optional Updates

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



Advanced options



Optional updates

AFTER UPDATING

Reopen Salon Tracker and check the connection ([page 6](#)). If the **PL2303TA** message now appears in Device Manager, go to [page 9](#). Still not connected? Continue to [page 16](#).

Connect sunbeds to the T-Max

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

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** page.
2. Confirm a test booking for each sunbed.
3. Check that each session starts on the correct bed.

SESSION GOING TO THE WRONG BED?

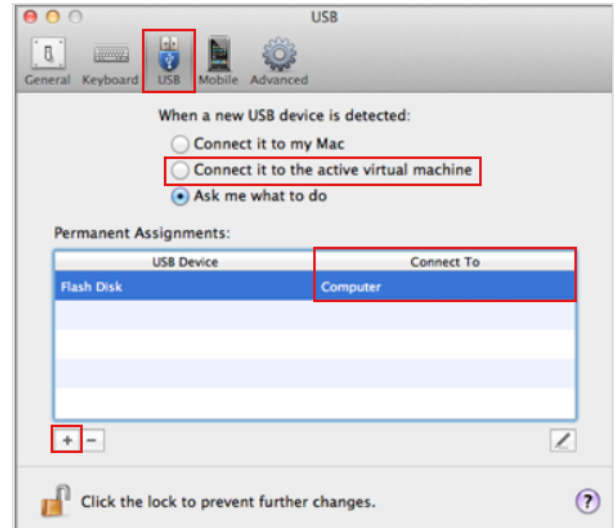
Return to the sunbed settings and check that its Timer ID matches the correct bed number on the T-Max Manager. Repeat the test after saving any changes.

Using Salon Tracker on a Mac

On a Mac, Salon Tracker runs in Windows through Parallels Desktop. The T-Max cable must be connected to Windows, not to the Mac, or Salon Tracker cannot see it.

1. Open the Parallels USB settings

1. Hold **Option (Alt)** and click the Parallels icon in the Mac menu bar, then choose **Preferences**. Or, if the Parallels Desktop menu is visible at the top of the screen, choose **Parallels Desktop > Preferences**. (Newer versions may call this **Settings**.)
2. Click **USB**.



Parallels USB settings

2. Always connect the T-Max cable to Windows

This is the best option, as the cable will go to Windows automatically every time. The cable must have been plugged into the Mac at least once.

1. Click the **+** button towards the bottom of the window.
2. Select the T-Max cable from the list.
3. Double-click the word in the **Connect To** column so it becomes a menu.
4. Choose **Windows**.

3. Or: choose what happens with new USB devices

- **Connect it to the active virtual machine:** new USB devices go to Windows automatically.
- **Ask me what to do:** you are asked each time. Choose **Windows** when you plug in the T-Max.
- **Connect it to my Mac:** avoid this, as Salon Tracker will not see the T-Max.

RIGHT CABLE FOR A MAC

Macs usually only have USB-C ports, so a different cable or adapter is needed. See [page 3](#) for the recommended cable for your T-Max model.

Your T-Max settings explained

These settings control how the beds behave. They are found in Admin > Hardware > Timer Manager in Salon Tracker.

Key	Value
TMaxTimerManager.ManualLockout	1
TMaxTimerManager.DirtyBed	0
TMaxTimerManager.BleepMode	0
TMaxTimerManager.CoolDownMinutes	3
TMaxTimerManager.DefaultDelay	3
TMaxTimerManager.ThreadSleepTime	500
TMaxTimerManager.AllowStopOnDelay	true
TMaxTimerManager.AllowStopOnDirtyBed	true
TMaxTimerManager.AllowStopOnError	true
TMaxTimerManager.AllowStopOnPaused	true
TMaxTimerManager.AllowStopOnRunning	true
TMaxTimerManager.AllowTransferOnDelay	true
TMaxTimerManager.AllowTransferOnRunning	false
TMaxTimerManager.AllowRetryOnDelay	true
TMaxTimerManager.AllowRetryOnRunning	false
TMaxTimerManager.AllowPauseOnDelay	true
TMaxTimerManager.MinimumMinutes	2
TMaxTimerManager.MaximumMinutes	20

Default Delay

Minutes before the session starts, so the customer can get undressed and apply creams. Default is 3. Often increased, because the customer can start the bed themselves when ready.

Cool Down Minutes

Minutes after the session has finished before the bed is ready again. Default is 3. Can be lowered, but must be at least 1. It cannot be 0.

Manual Lockout

1 = the beds can only be started from Salon Tracker. **0** = beds can also be started manually on the T-Max Manager (sometimes needed by T-Max engineers).

Dirty Bed

0 = off. **1** = after each session and cool down, staff must press the button in the room to reset the bed before the next customer. Makes sure beds are cleaned between uses.

Min / Max Minutes

The shortest and longest session that can be sent to a bed.

AFTER CHANGING A SETTING

Restart Salon Tracker, and if needed the T-Max Manager, for changes to take effect. Leave all other settings as they are. Not sure? Contact Support and we will change it for you.

Still not working?

If you have completed the previous steps and the T-Max 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 T-Max connection, including:

- The T-Max cable and its connection to the PC
- Whether Windows is detecting the cable, and its driver
- The Timer Manager connection within Salon Tracker
- Your T-Max settings and bed assignments



Before you contact us

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

- Is the T-Max Manager showing zeros or dashes?
- Does Admin > Hardware > Timer Manager show TmaxTimerManagerAsync?
- What is the cable called in Device Manager?
- Did you try a different USB port, or plug in directly rather than through a hub?
- Have Windows Updates and Optional Updates been completed?

TIP

If possible, have Salon Tracker open and keep the T-Max connected to the computer. This means we can begin checking the issue straight away.