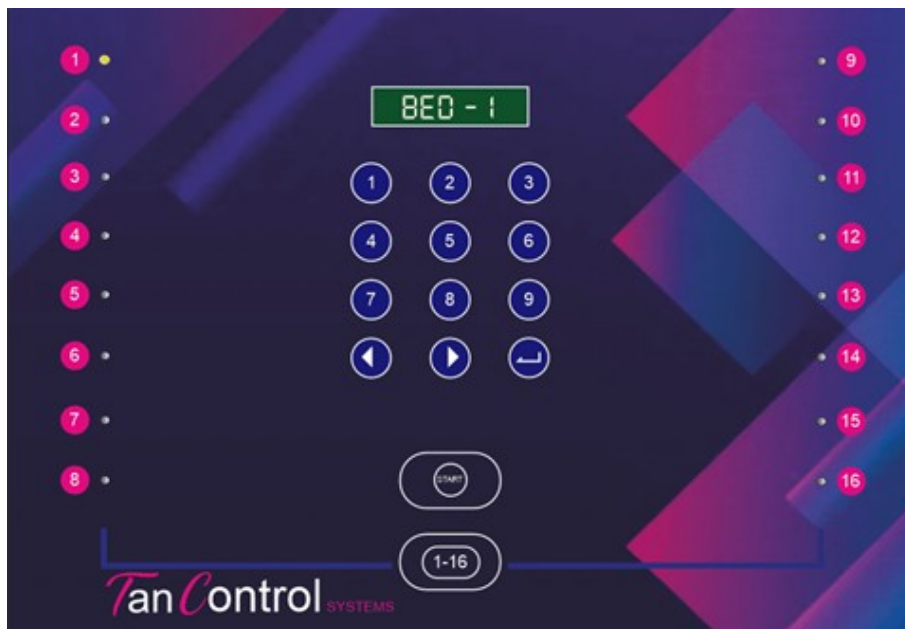


Tan Control Troubleshooting Guide

Simple steps to get your Tan Control timer talking to Salon Tracker again.



Tan Control

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

Contents

Click a section below to jump straight to it.

What problem are you having?	3
Check Tan Control detection	4
Reset the Tan Control and check Windows updates	5
Check Optional Updates	6
Check the Tan Control serial number	7
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What problem are you having?

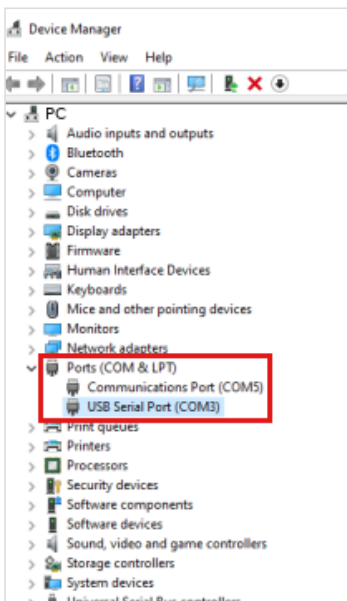
Choose the option that best matches what you can see, then go to that page.



1. Tan Control is not detected in Salon Tracker

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

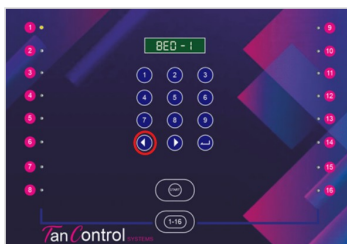
Go to [page 4](#)



2. Tan Control is not visible in Device Manager

Nothing relevant appears under Ports (COM & LPT) in Device Manager.

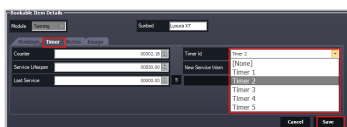
Go to [page 4](#)



3. The connection still is not working

The COM port has been checked, but the Tan Control still will not initialise or connect.

Go to [page 5](#)



4. A session is going to the wrong sunbed

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

Go to [page 8](#)

Check Tan Control detection

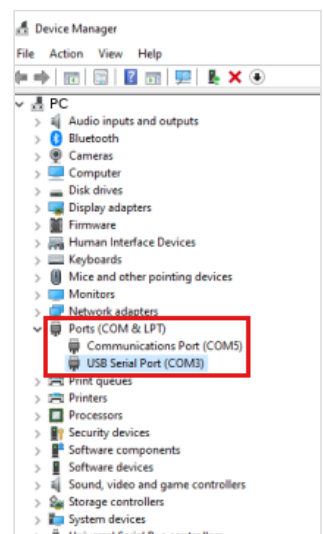
Start with the physical connection, then check the COM port in Windows and Salon Tracker.

1. Connect the Tan Control directly to the PC

- Make sure the Tan Control is plugged directly into the PC.
- If you use a USB hub, it must be a **powered hub** with its own mains power adapter. An unpowered hub or USB extender may not give the Tan Control enough power.

2. Check Device Manager

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



IF THE TAN CONTROL IS VISIBLE

Note the COM port number and use the same COM port in Salon Tracker (step 3 below).

IF THE TAN CONTROL IS NOT VISIBLE

Try a different USB port. If nothing appears under Ports (COM & LPT), continue to [page 5](#).

3. Check Salon Tracker

1. Go to **Admin > Hardware > Timer Manager** and enter or select the COM port.
2. Close Salon Tracker and reopen it.
3. Return to Timer Manager. Check that **Timer Manager Detected** shows **SigmaTimerManagerAsync** and **Manager Type** is **SigmaTimerManager**.



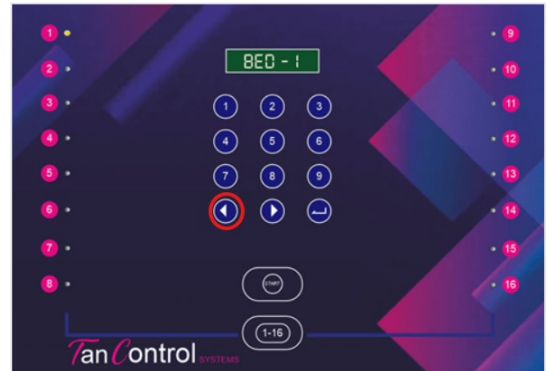
Still not detected? Continue to [page 5](#).

Reset the Tan Control and check Windows updates

If the connection still does not work, reset the Tan Control box and make sure Windows is fully updated.

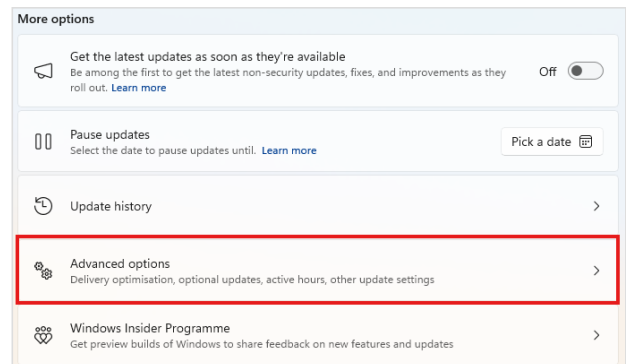
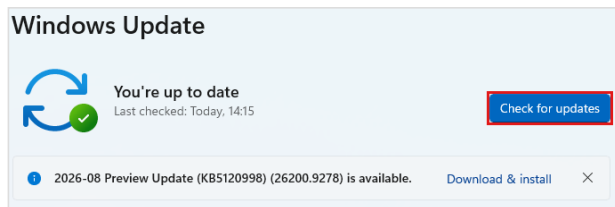
1. Reset the Tan Control box

1. Go to the Tan Control box and hold the **left arrow** button for 10 seconds.
2. Release the button and confirm the display shows **Ready**.
3. Restart Salon Tracker and repeat the Salon Tracker checks on [page 4](#).



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.



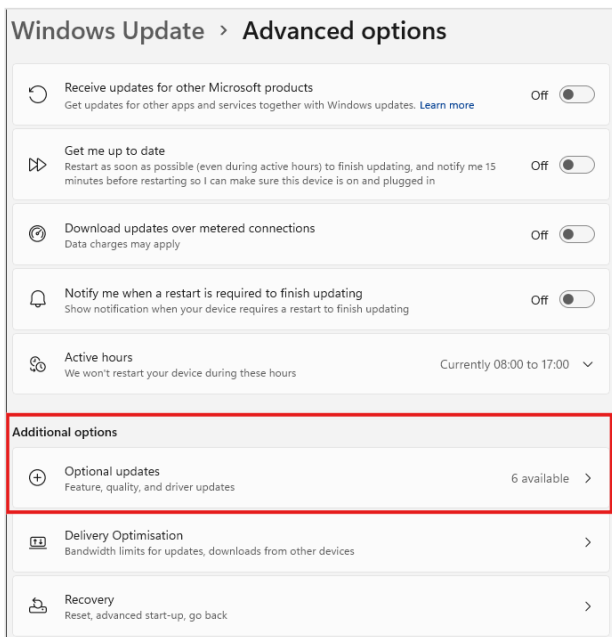
Then continue to [page 6](#) and check Optional Updates.

Check Optional Updates

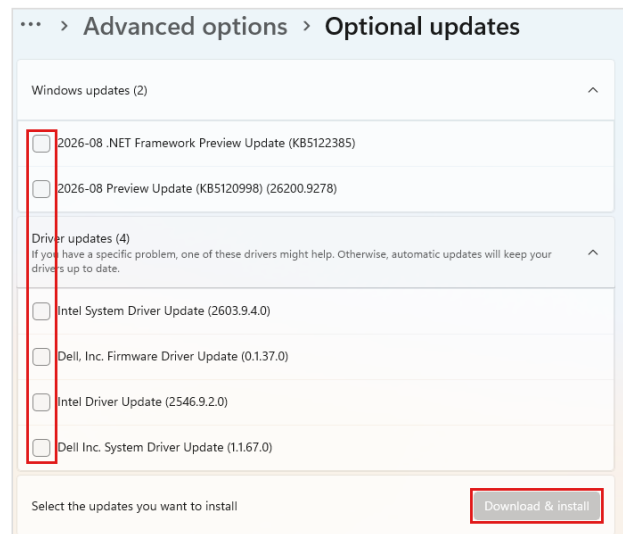
Install the pending optional updates shown by Windows Update. These often include the driver the Tan Control needs.

1. Install Optional Updates

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



Advanced options



Optional updates

AFTER UPDATING

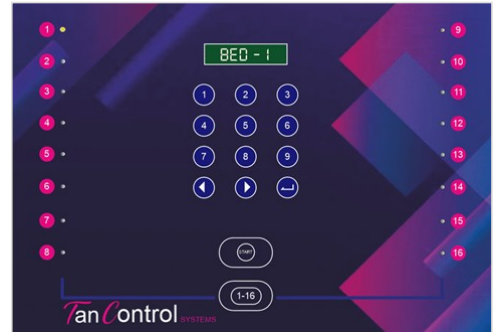
Restart the PC if Windows asks you to, then reopen Salon Tracker and check the Tan Control connection again. Still not connecting? Continue to [page 7](#).

Check the Tan Control serial number

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

1. Find the serial number shown by the Tan Control

1. Unplug the Tan Control box and plug it back in.
2. The serial number will be displayed on the Tan Control 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 Tan Control display.

2. Enter the serial number in Salon Tracker

1. Go to **Admin > Hardware > Timer Manager**.
2. Select **Edit**.
3. Find **SigmaTimerManager.SerialNumber** and remove the text in the value column.
4. 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

Serial number correct but sessions going to the wrong bed? Go to [page 8](#).

Connect sunbeds to the Tan Control

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

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 bed.

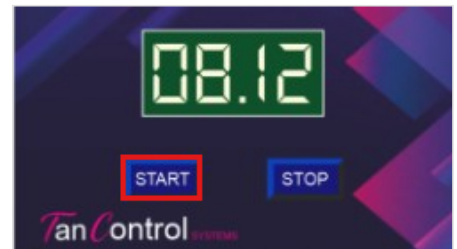
The screenshot shows the 'Bookable Item Details' form. At the top, 'Module' is set to 'Tanning' and 'Sunbed' is 'Luxura X7'. The 'Timer' tab is active. On the left, there are input fields for 'Counter' (00002.18), 'Service Lifespan' (00850.00), and 'Last Service' (00000.00). On the right, the 'Timer Id' dropdown is open, showing a list of timer options. 'Timer 2' is selected and highlighted. Below the dropdown is a 'New Service Warn' field. At the bottom right, 'Cancel' and 'Save' buttons are visible, with 'Save' being highlighted.

2. Test the connection

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

DRESS-DOWN TIME

Tan Control does not have a dress-down time. The customer presses **Start** in the room whenever they are ready.



SESSION GOING TO THE WRONG BED?

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

Still not working?

If you have completed the previous steps and the Tan Control 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

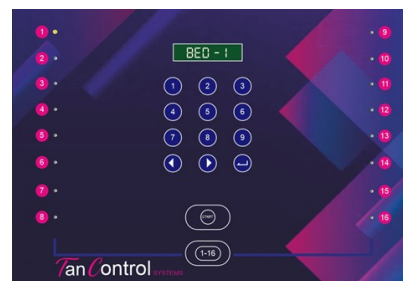
Telephone

0113 350 8230

What we can check

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

- The Tan Control USB connection and power to the PC
- Whether Windows is detecting the Tan Control and the COM port correctly
- Whether the Tan Control is appearing correctly in Device Manager
- The Timer Manager settings in Salon Tracker
- The Tan Control serial number and Timer ID bed assignments



Before you contact us

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

- Is the Tan Control 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?
- Have you checked the 5-digit Tan Control serial number in Salon Tracker?
- Is a session going to the wrong bed, or is the Tan Control not connecting at all?

TIP

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