

SALON TRACKER

management software

TMAX GUIDE

Which TMax Issue are you having?

[My TMax is working and showing the timers but isn't connecting to Salon Tracker](#)

[My TMax is showing - - not 0s](#)

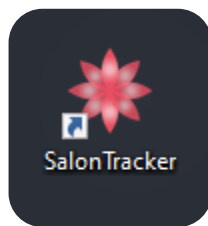
[My TMax is showing an error](#)

If other/unsure follow the full guide...

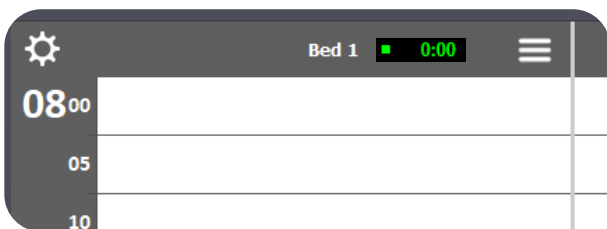
MY TMAX IS WORKING AND SHOWING THE TIMERS BUT ISN'T CONNECTING TO SALON TRACKER



1. Close Salon Tracker in the top right hand corner

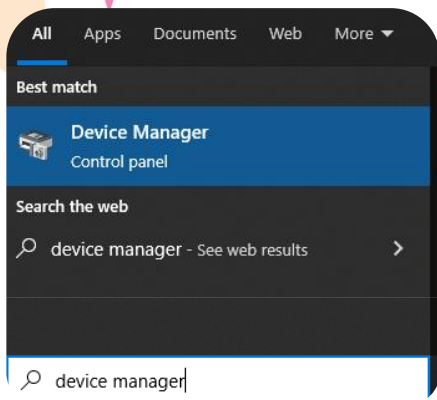


2. Reopen the software

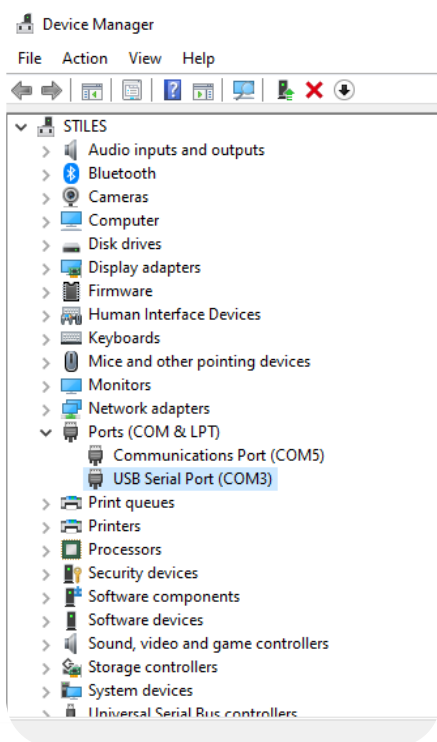


3. On the calendar view you will see timers next to each bed name if the Tmax has connected

If this isn't showing continue following this guide



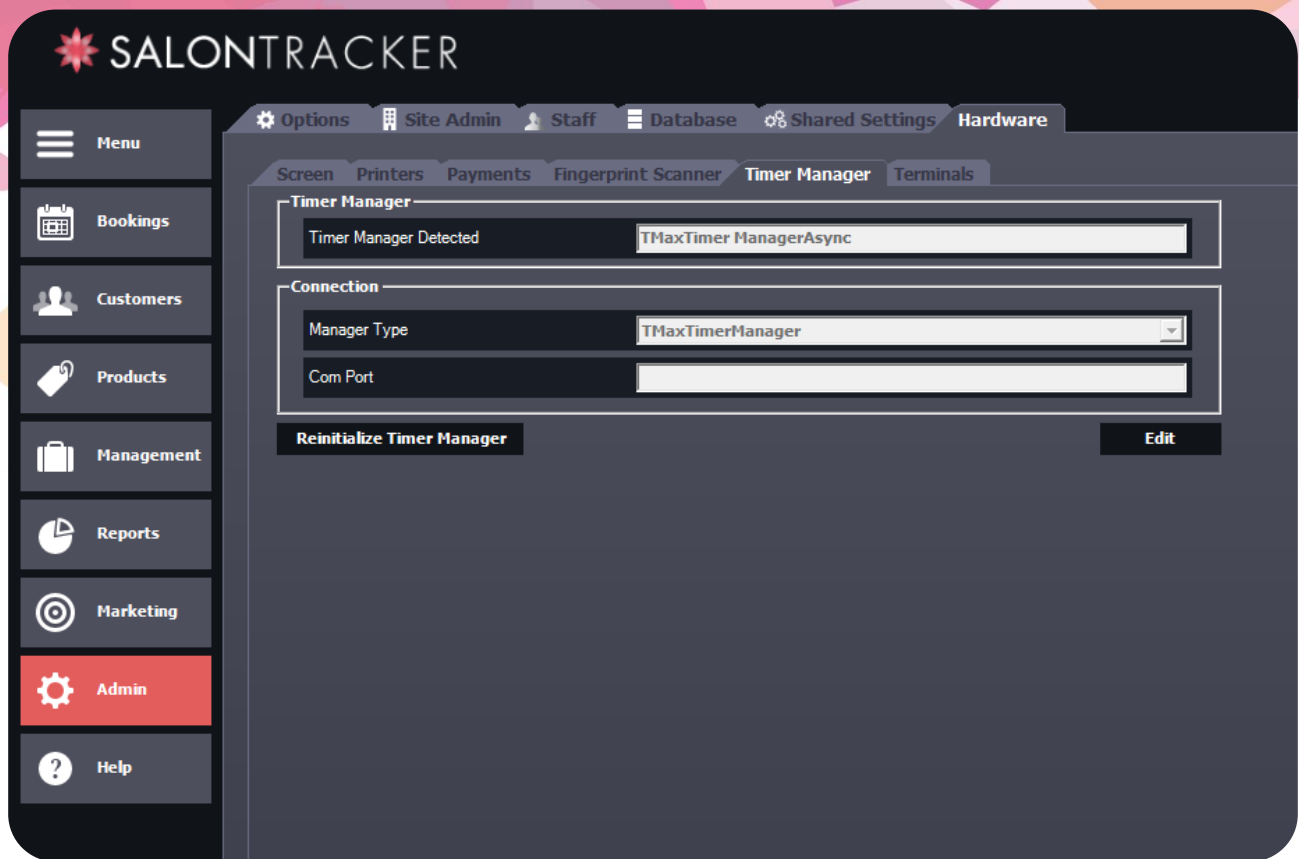
4. Using the Windows Search Bar open **DEVICE MANAGER**



5. Under the **PORTS** section look for a cable similar to this or one with the name 'Prolific' in it

If you don't see a ports section or a similar cable skip to [HERE](#)

If you have a message saying your cable isn't compatible with Windows 11 skip to [HERE](#)

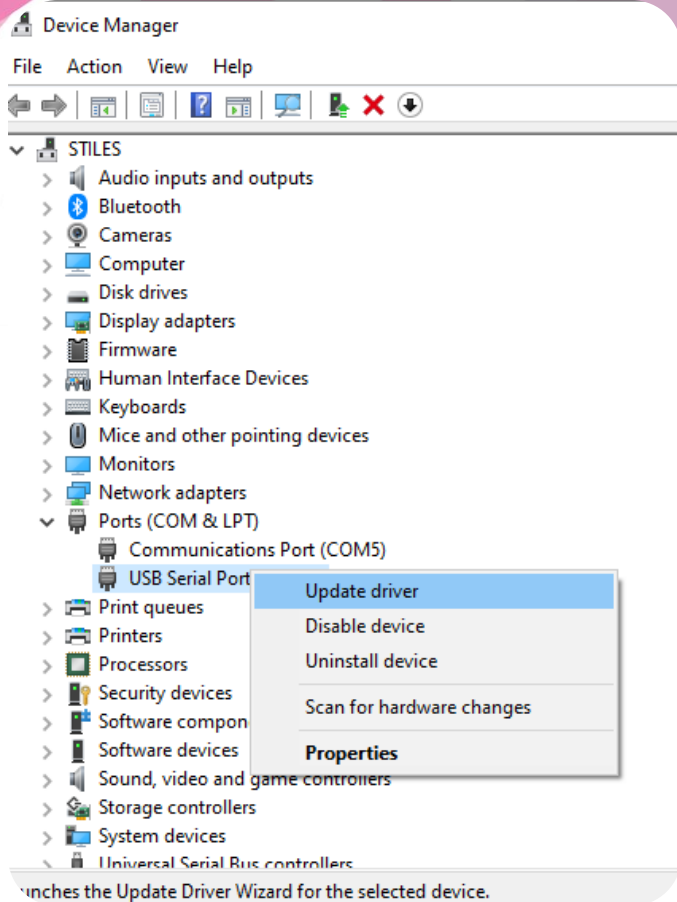


6. Once Salon Tracker has reopened go into **ADMIN**, then into **HARDWARE**

Click into the **TIMER MANAGER** tab, if your Tmax has connected you will see **TMaxTimer ManagerAsync** in the detected section

If this is showing a **NONE DETECTED**

Continue following this guide



7. Go back to **DEVICE MANAGER**

Right click on the **USB Cable** and click **UPDATE DRIVER**



← Update Drivers – USB Serial Port (COM3)

How do you want to search for drivers?

→ Search automatically for drivers

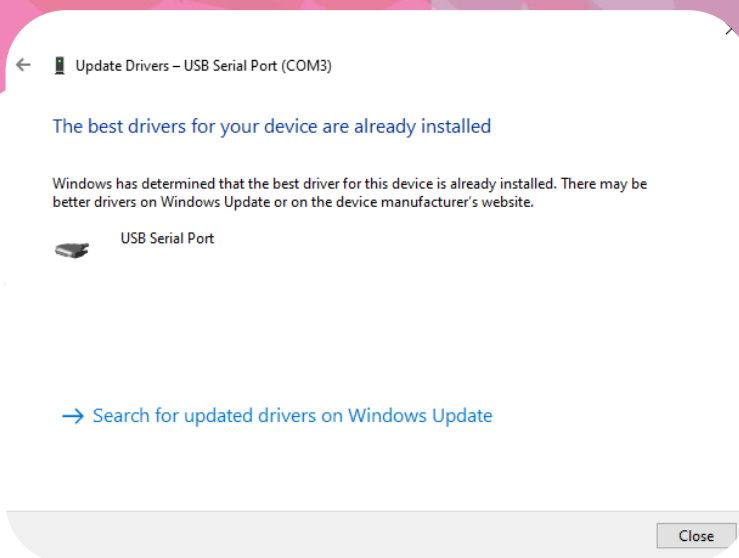
Windows will search your computer for the best available driver and install it on your device.

→ Browse my computer for drivers

Locate and install a driver manually.

8. Select the **SEARCH AUTOMATICALLY FOR DRIVER** OPTION

Cancel



9. This may install a new driver, however most times you will see this message

Click **SEARCH FOR UPDATED DRIVERS ON WINDOWS UPDATE**



You're up to date
Last checked: Today, 08:57

Check for updates

10. Click **CHECK FOR UPDATES**

[View optional updates](#)

- Pause updates for 7 days
Visit Advanced options to change the pause period
- Change active hours
Currently 08:00 to 17:00

11. You may have to click **VIEW OPTIONAL UPDATES** to see the driver updated needed

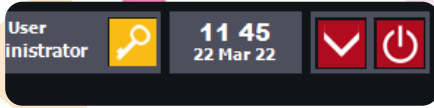
FTDI - USB - 2.12.36.4
Status: Pending restart

FTDI - Ports - 2.12.36.4
Status: Pending install

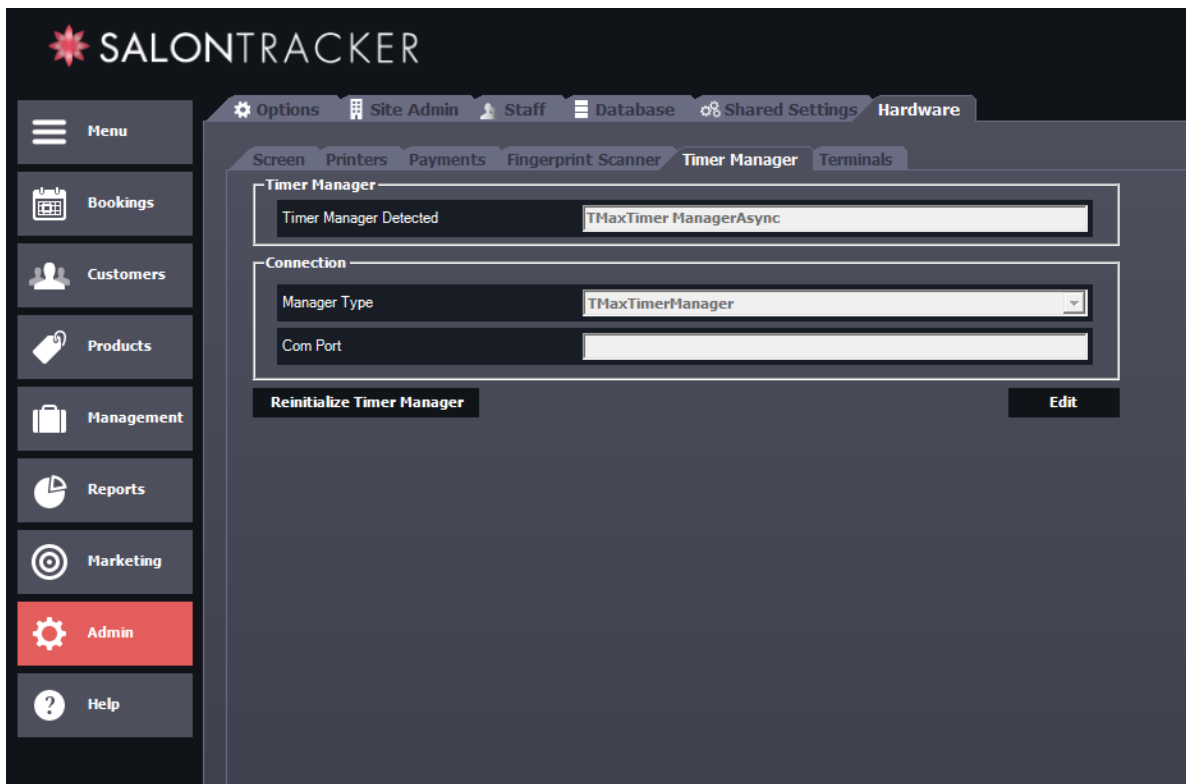
12. You may see your PC completing updates similar to these. Windows will ask you to **RESTART** your PC if necessary

13. Once the updates are complete – try **RESTARTING** Salon Tracker again

IF THIS IS STILL NOT WORKING CONTINUE WITH THE GUIDE



16. If you can see this cable, **CLOSE DOWN YOUR SALON TRACKER** using the shutdown button in the top right of the screen and then **REOPEN IT AFTERWARDS**

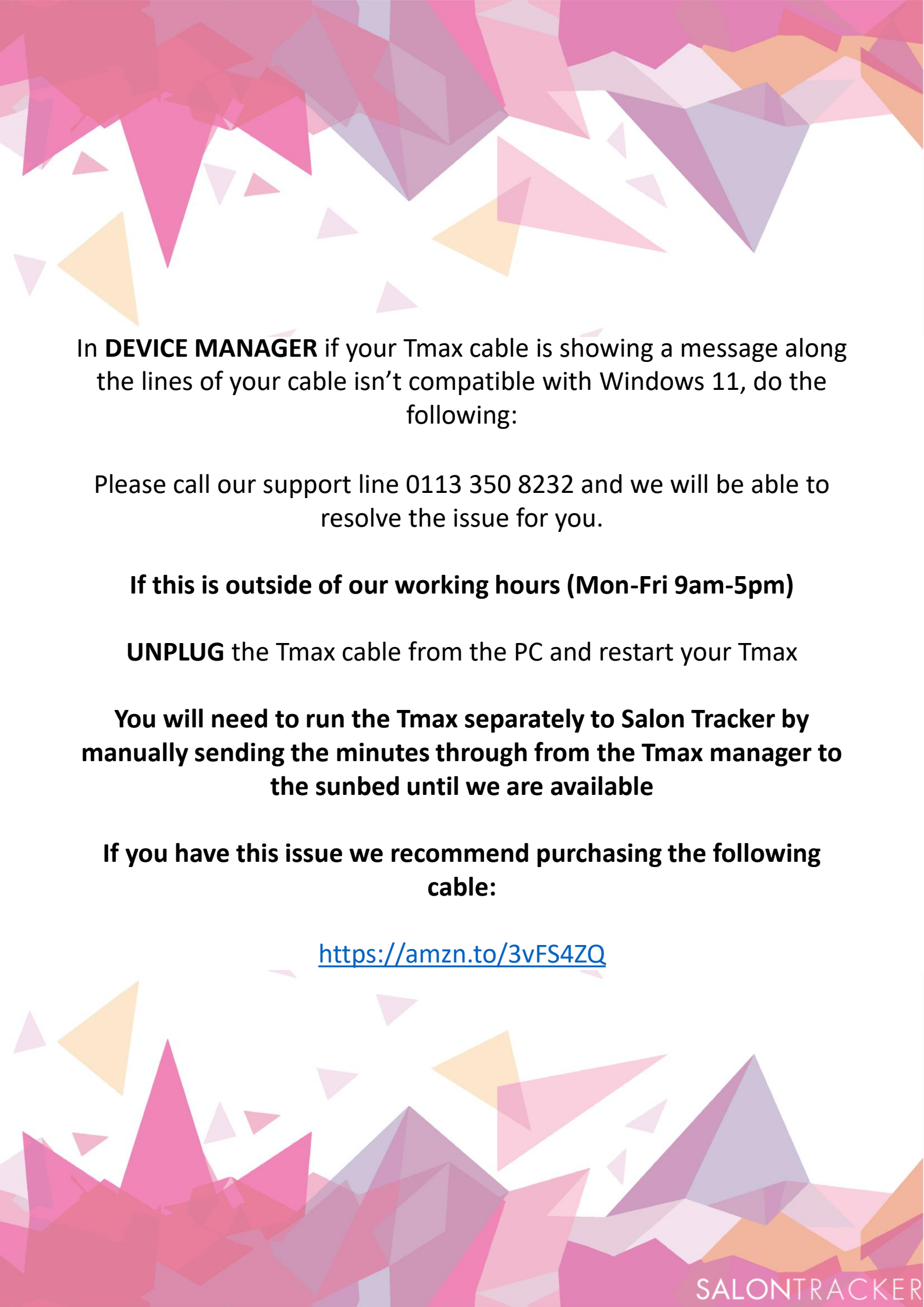


17. Once Salon Tracker has reopened go into **ADMIN**, then into **HARDWARE**

Click into the **TIMER MANAGER** tab, if your Tmax has connected you will see **TMaxTimer ManagerAsync** in the detected section

If this is showing a **NONE DETECTED**

IF THIS IS STILL NOT WORKING CONTINUE WITH THE GUIDE



In **DEVICE MANAGER** if your Tmax cable is showing a message along the lines of your cable isn't compatible with Windows 11, do the following:

Please call our support line 0113 350 8232 and we will be able to resolve the issue for you.

If this is outside of our working hours (Mon-Fri 9am-5pm)

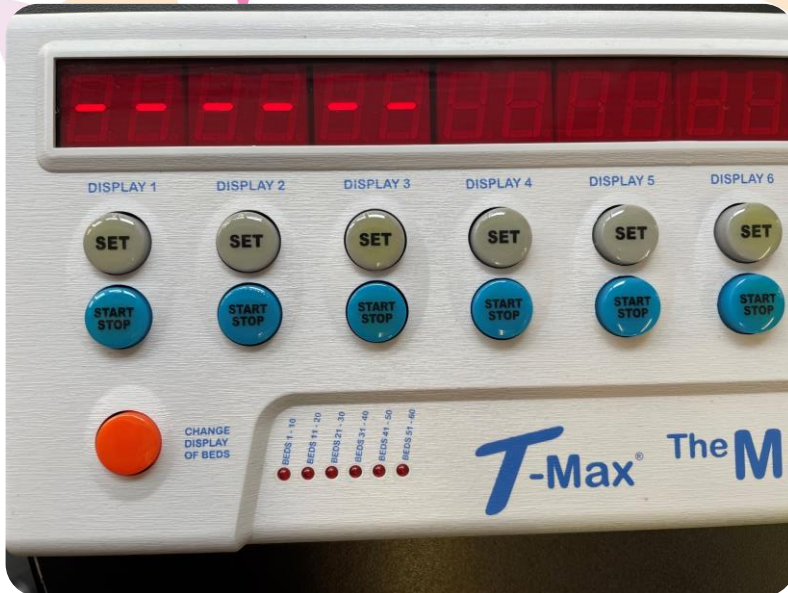
UNPLUG the Tmax cable from the PC and restart your Tmax

You will need to run the Tmax separately to Salon Tracker by manually sending the minutes through from the Tmax manager to the sunbed until we are available

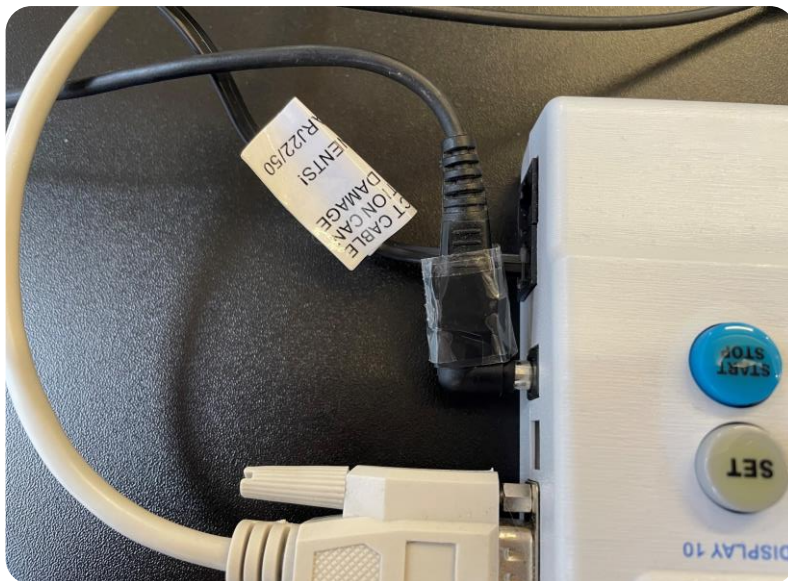
If you have this issue we recommend purchasing the following cable:

<https://amzn.to/3vFS4ZQ>

MY TMAX IS SHOWING - - AND NOT 0s

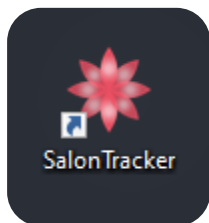


1. If your Tmax is showing - - on each timer rather than 0s do the following

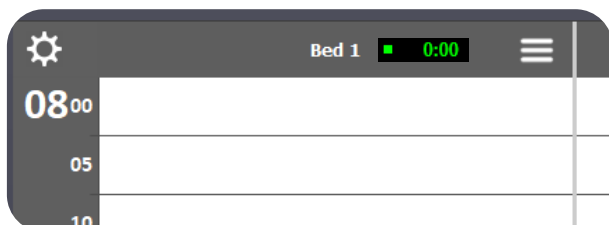


2. Restart your Tmax Manager by **UNPLUGGING THE BLACK CIRCULAR CABLE**, then **PLUG BACK IN** and wait for the timers to appear, they should now be 0s.

If they are still dashes you will need to speak with your Tmax Engineer

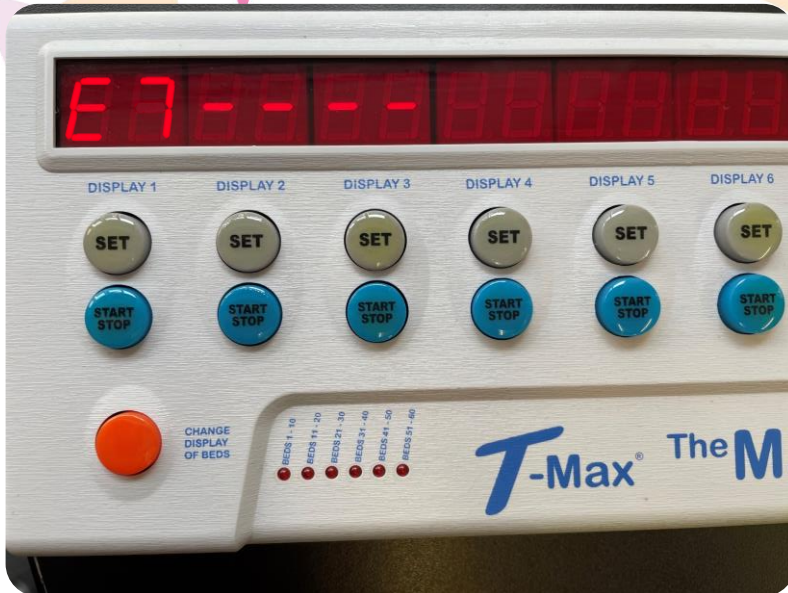


3. Reopen the software



4. On the calendar view you will see timers next to each bed name if the Tmax has connected

MY TMAX IS SHOWING AN ERROR

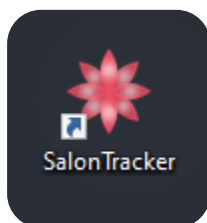


1. If your Tmax is showing an error this can mean several things (Check this website to see what the error could be <https://bit.ly/3v6y4A8>)

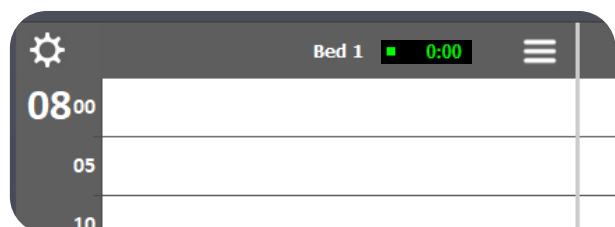


2. Restart your Tmax Manager by **UNPLUGGING THE BLACK CIRCULAR CABLE**, then **PLUG BACK IN** and wait for the timers to appear, they should now be 0s.

If this is still showing an error you will need to speak to your Tmax Engineer



3. Reopen the software



4. On the calendar view you will see timers next to each bed name if the Tmax has connected