

SALON TRACKER

management software

Tmax Guide

How to start Tmax/Salon Tracker for opening

- 1. Make sure all the sunbeds are turned on**
- 2. Turn on the Tmax manager and ensure that all beds show 00s (if the beds are showing dashes or dots, try restarting the beds and then the Tmax manager – if it still shows dashes or dots, you will need to contact a tmax technician)**
- 3. Open Salon Tracker**

Tmax Cables

Did you get your cable from the Tmax supplier?

If so, these are usually not the best quality and often disconnect from the PC, hence losing the connection to Salon Tracker.

The following cables are from Amazon and are good quality ones (check the model of your Tmax):

G2 Model (Windows PC) - [UGREEN USB Serial Cable USB to RS232 DB9 9 pin Converter Cable for Connecting Cisco Routers and Switches, Celestron Telescope Nexstar hand Controller, Extron Crestron Products with PL2303 Chipset \(1m\) :](#)
[Amazon.co.uk: Computers & Accessories](#)

G2 Model (Mac – same as above with adapter) - [UGREEN USB C to USB Adapter\(2 Pack\), 10Gbps USB-C 3.2 to USB 3.0 Female Adaptor, OTG Converter Compatible with iPhone 15/16, MacBook Pro/Air, iPad Pro/Mini and More Type C or Thunderbolt 4/3 Devices: Amazon.co.uk: Computers & Accessories](#)

Touch Model (Windows PC) - [UGREEN USB C Charger Cable 2 Pack USB to USB C Cable Fast Charging Lead QC 3.0 Data Transfer Compatible with iPhone 17/16/15 Galaxy S25 S24 Ultra Redmi Note 9 Mi 13 Pixel 9 8 Huawei P60 P50 \(0.5M\): Amazon.co.uk: Computers & Accessories](#)

Touch Model (Mac PC) - [UGREEN USB C to C Charger Cable 100W 2 Pack Fast Charge Compatible with iPhone Air/17/16 Pro Max, Macbook Pro M3/Air, iPad Pro 2022/Air 5, Galaxy S25/S24 Ultra, Pixel 9, 1M : Amazon.co.uk: Computers & Accessories](#)

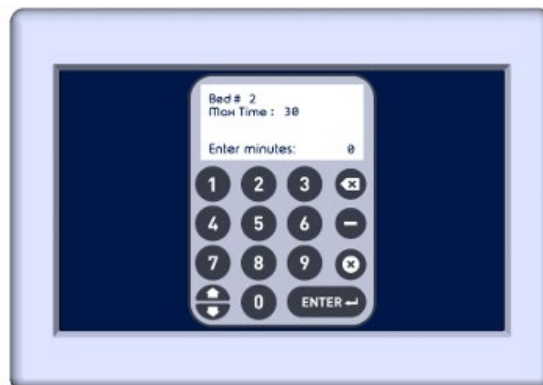
How to use your G2 Tmax manually?

1. Unplug the Tmax from the PC (serial to USB cable), then restart the Tmax
2. Pick which bed you want to put them on, and press the 'Set' button the numbers of minutes they want to go on for, i.e. if they want to do 9 minutes, press it 9 times
3. Then press the Start button, the bed should now go into the dress down

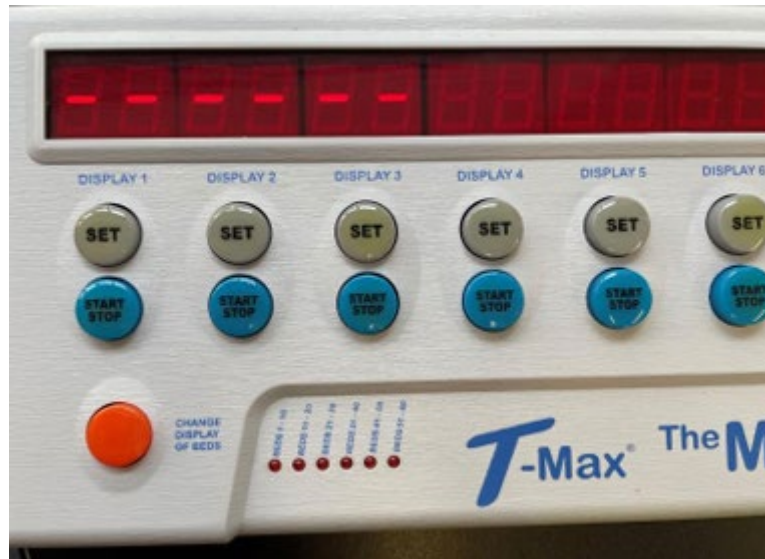


How to use your Tmax Touch manually?

1. Unplug the Tmax from the PC then restart the Tmax
2. Pick which bed you want to put them on by tapping it on the screen
3. Select the number of minutes by using the touch pad and clicking enter



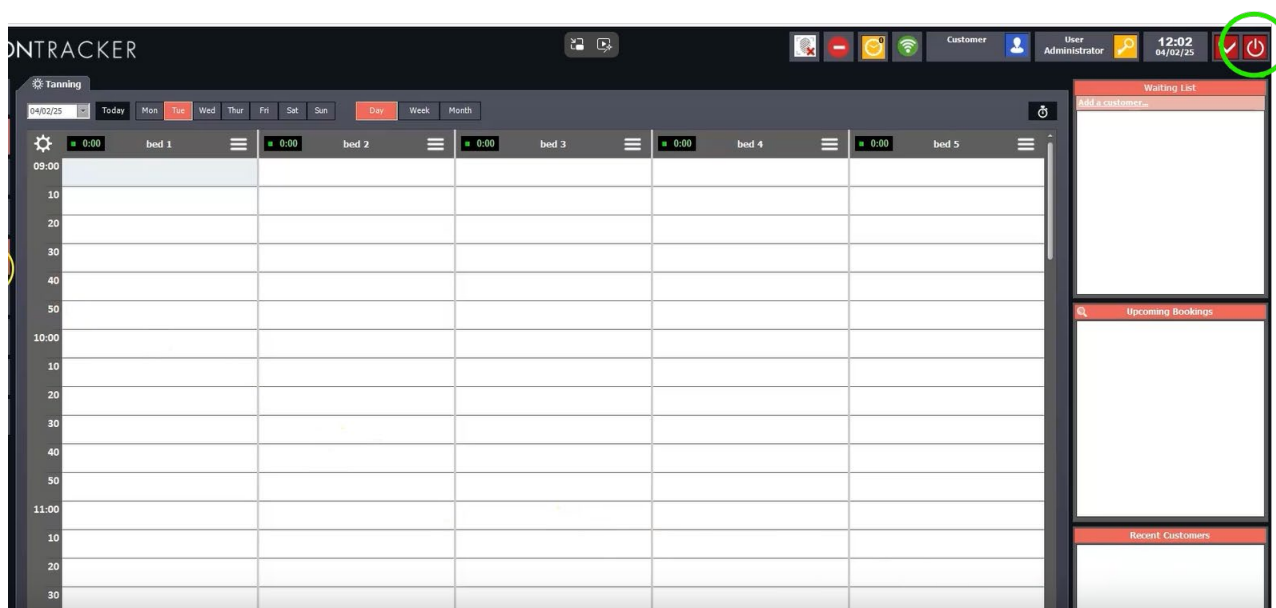
Tmax is showing dashes (--)



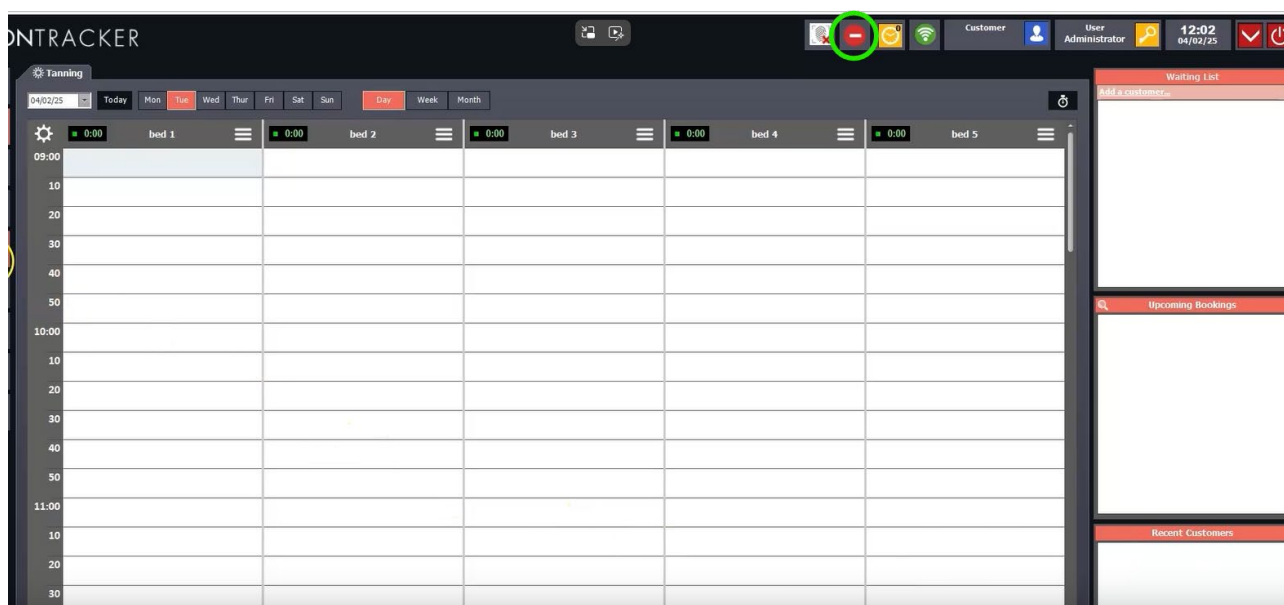
1. Restart your Tmax Manger by unplugging the black circular cable (that goes from the manager to a plug socket), then plug it back in
2. When the timers show again, it should show 00s – if it doesn't, you'll need to contact a tmax technician
3. Reopen Salon Tracker and if it's connected, you should be able to see the emergency stop button at the top right of Salon Tracker

Tmax is working and showing timers but isn't connecting to Salon Tracker

Close Salon Tracker in the top right-hand corner

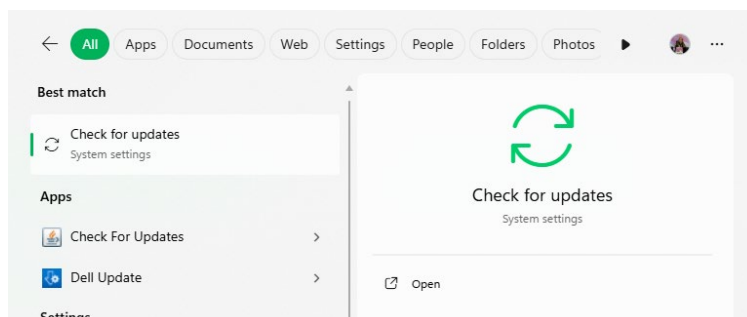


Reopen Salon Tracker, if it's connected, the emergency stop button will show in the top right - if not, go onto the next steps

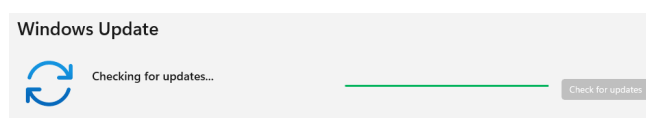


Tmax is working and showing timers but isn't connecting to Salon Tracker

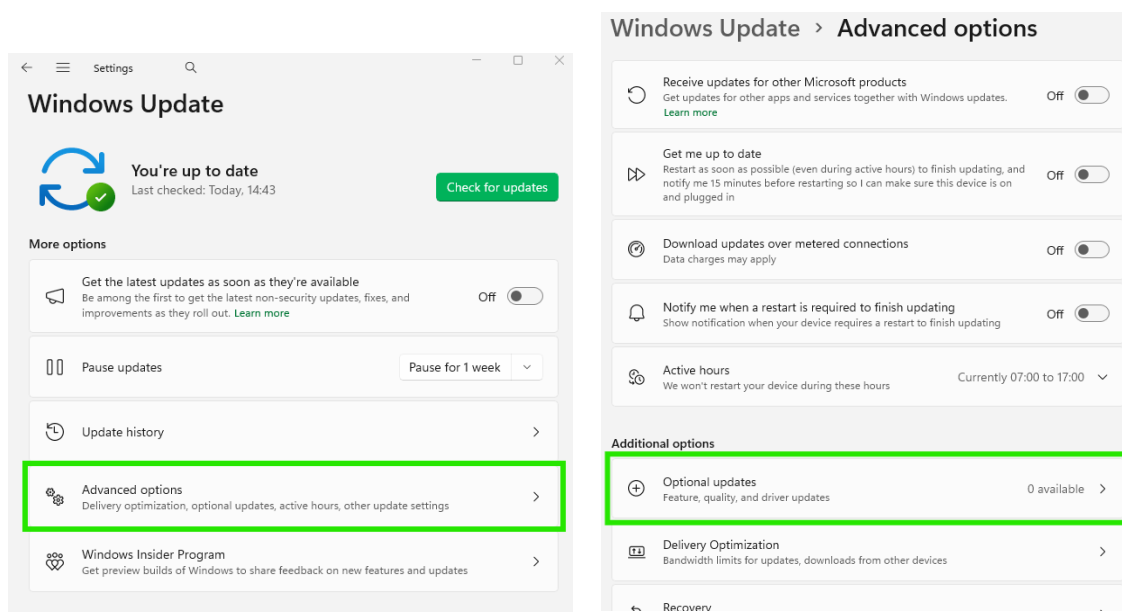
1. Check the Windows Updates on the PC, to do this, use the search bar at the bottom of the PC, and type in updates and select 'Check for updates'



2. It'll either bring the updates straight up to download, or a button will show saying 'check for updates'



3. Also, you'll need to click 'advanced options' and then under additional options, select optional updates

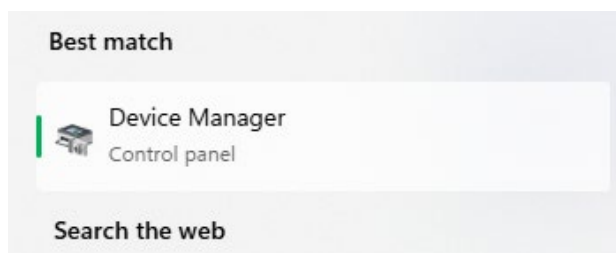


4. Try opening Salon Tracker, and if it's connected, it will show the emergency stop in the top right-hand corner of the screen

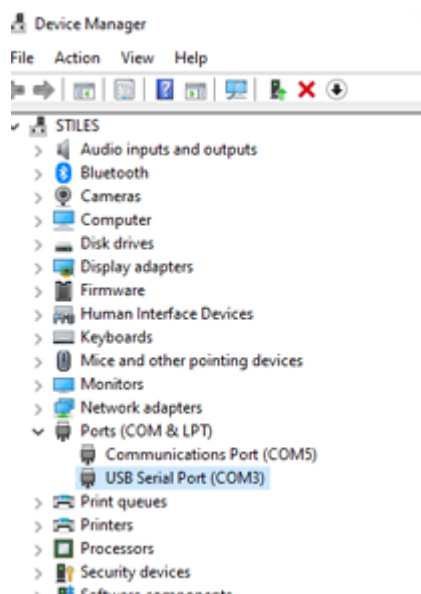
Tmax is working and showing timers but isn't connecting to Salon Tracker

If it's not working after Windows Updates – check the following:

1. Using the Windows search bar open 'Device Manager'



2. Under the PORTS section, look for a cable that shows as either USB Serial Port or Prolific PL2303 or something similar – if this does not show, try unplugging and replugging the cable from the PC – if it still does not show, you may need to get a new cable (see previous page for links)

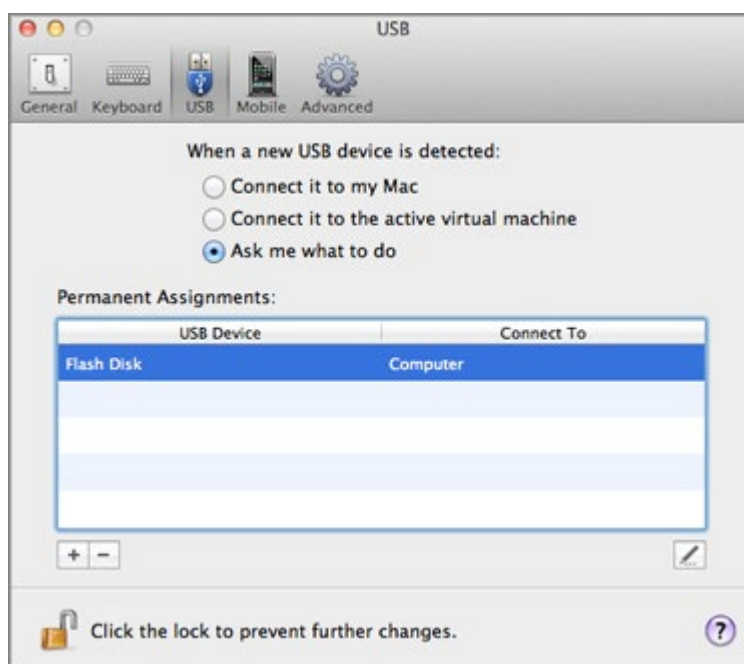


3. If you see something along the lines of 'WINDOWS 11 NOT SUPPORTED' you will need to run the Tmax manually or purchase a new cable

Tmax is working and showing timers but isn't connecting to Salon Tracker - Mac

If you have a Mac, the steps are the same as the previous pages, however, when you unplug and replug the cable in, you must do the following:

1. Go to USB settings on your Mac – this can be done by one of the following:
 - Option-click (Alt-click) the Parallels icon in the menu bar and choose Preferences
 - If the Parallels Desktop menu bar is visible at the top of the screen, choose Parallels Desktop > Preferences
2. Click USB
3. Set what happens when you connect a New USB Device to your Mac – select 'Connect it to the active virtual machine'



4. Click the Add (+) button towards the bottom of the window
5. Select the device from the list
6. Double-click the word (either Computer or some form of Windows) in the Connect To column. The word becomes a pop-up menu
7. To set the device to always be available to Windows programs, choose Windows from the menu

How to add a new bed and connect it to the Tmax

1. On Salon Tracker, ensure you are logged in as Admin or Manager
2. Go to the Management section on the left-hand side (the briefcase icon) and select Service Management, Bookable Items, Tanning
3. Click Add
4. Name the Sunbed whichever name you would like
5. Under the 'Timer' tab, select the dropdown next to 'TimerID' – this will display all the timers you have available on the Tmax (if the one you want isn't showing, try restarting Salon Tracker and checking again)
6. Select the correct TimerID, usually Bed 1 is Timer 1, Bed 2 is Timer 2 etc.
7. Click Save and this should be connected

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