



# SALON TRACKER

management software

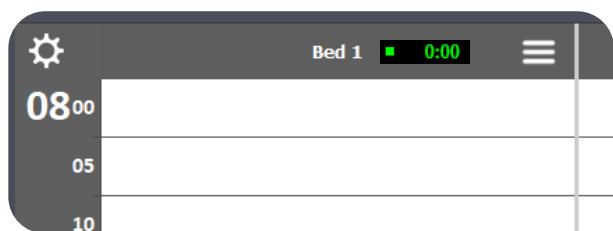
**MY TMAX IS WORKING AND SHOWING  
THE TIMERS BUT ISN'T CONNECTING TO  
SALON TRACKER**



**1.** Close Salon Tracker in the top right hand corner

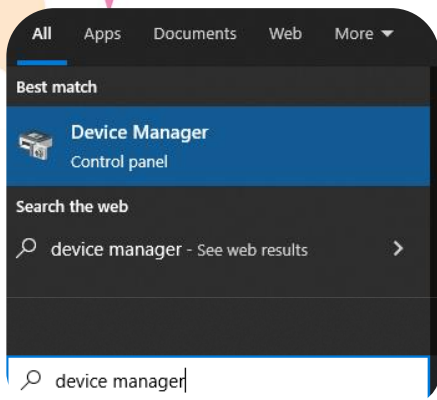


**2.** Reopen the software

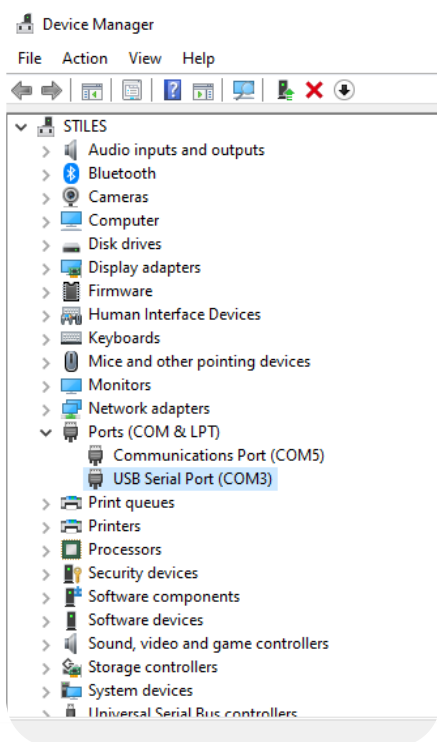


**3.** On the calendar view you will see timers next to each bed name if the Tmax has connected

**If this isn't showing continue following this guide**



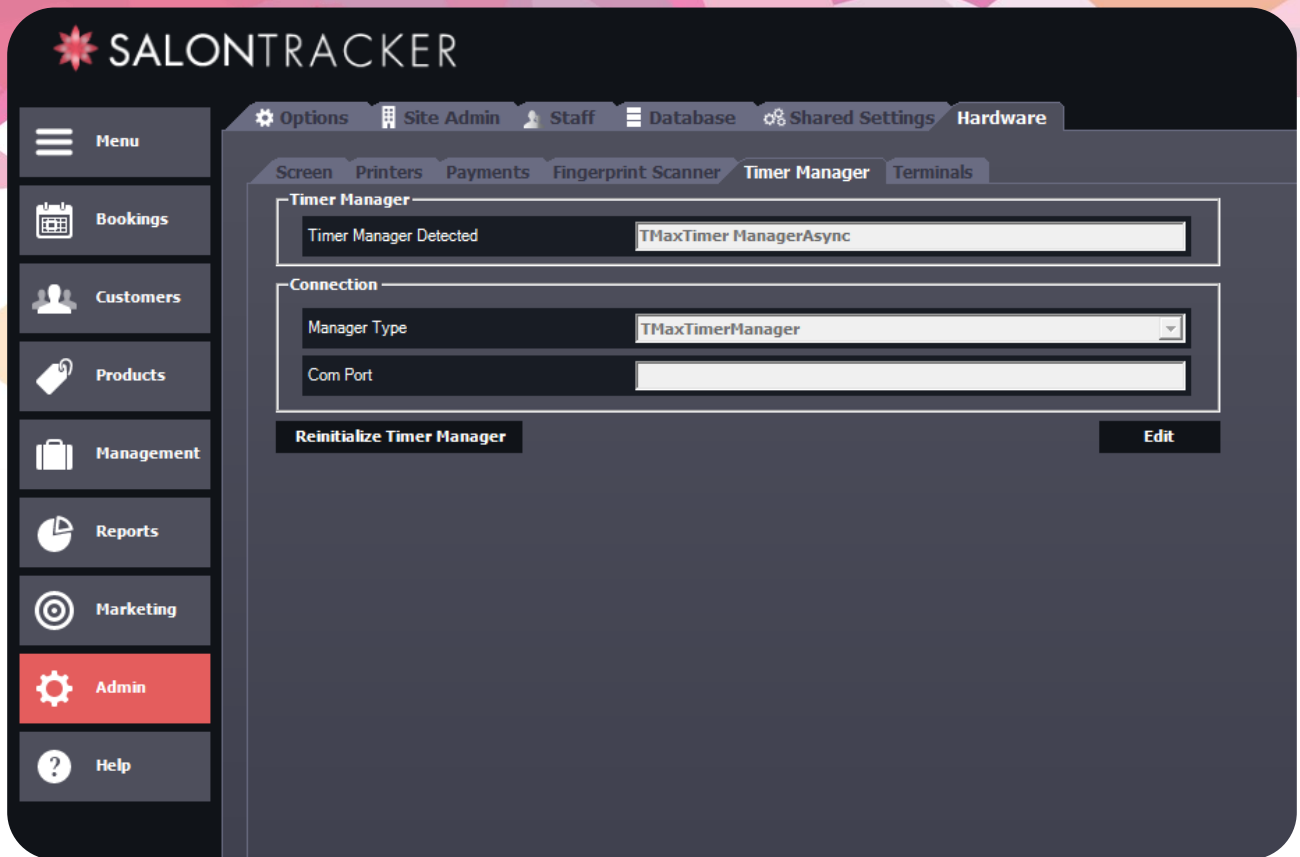
#### 4. Using the Windows Search Bar open **DEVICE MANAGER**



#### 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](#)

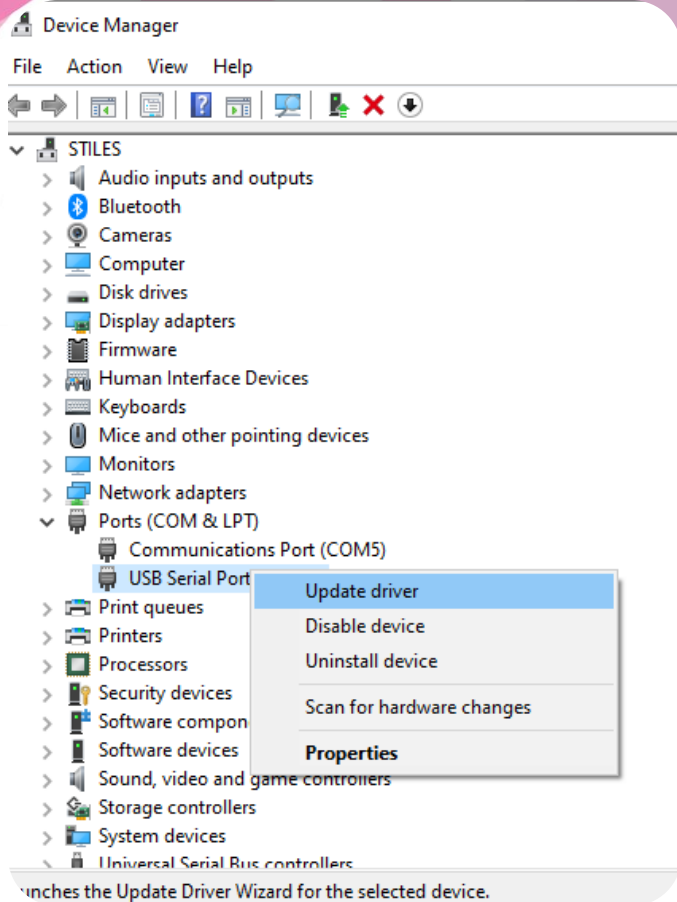


6. Once Salon Tracker has reopened go into **ADMIN**, then into **HARDWARE**

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.

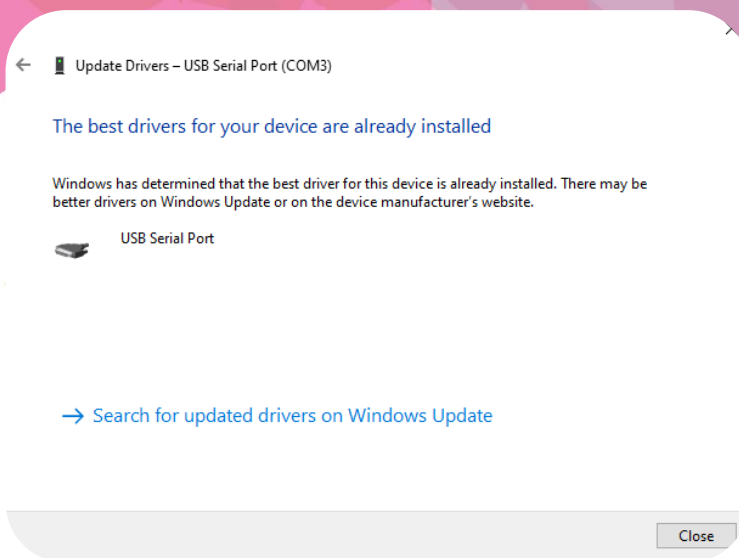
→ Browse my computer for drivers

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

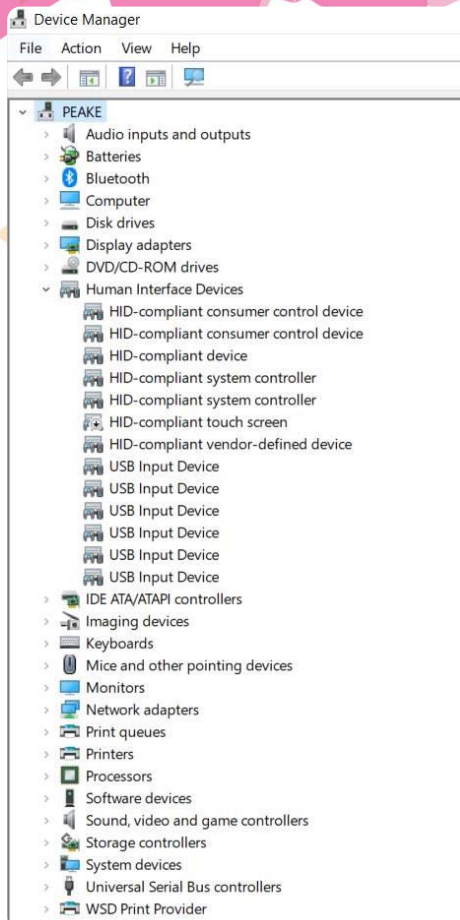
FTDI - USB - 2.12.36.4  
**Status:** Pending restart

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

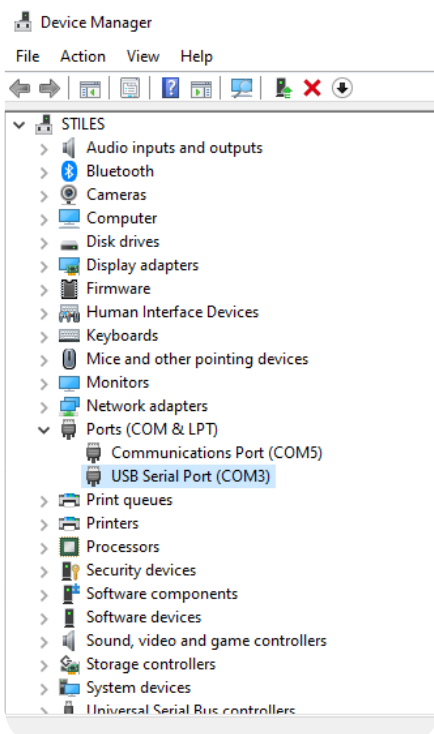
**IF THIS IS STILL NOT WORKING CONTINUE WITH THE GUIDE**



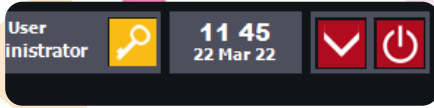
#### 14. If the **PORTS** section within Device Manager is **NOT** showing

Make sure that it is **NOT** plugged into a **USB HUB** and is instead plugged into the **BACK OF THE PC**

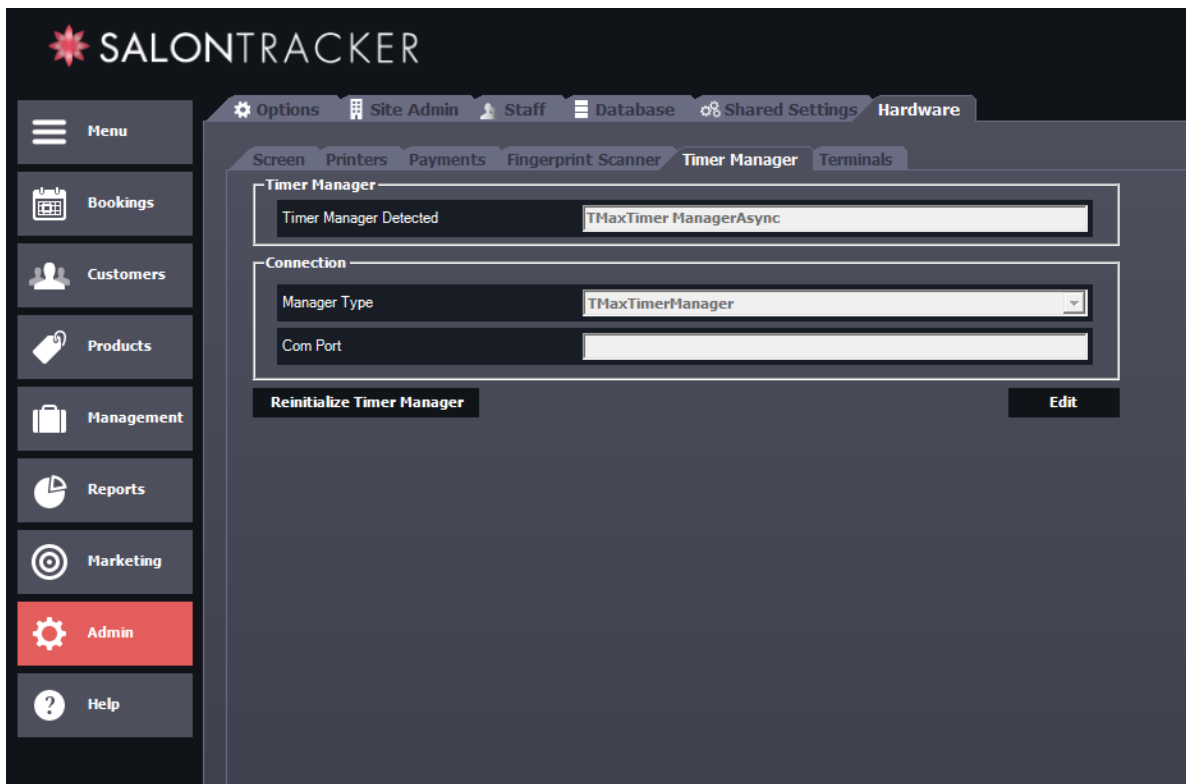
If it is already plugged into the back of the PC, **UNPLUG THE USB** and then **PLUG IT BACK IN**



#### 15. If it's connected you will have a **PORTS** section look for a cable similar to this or one with the name 'Prolific' in it



**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**



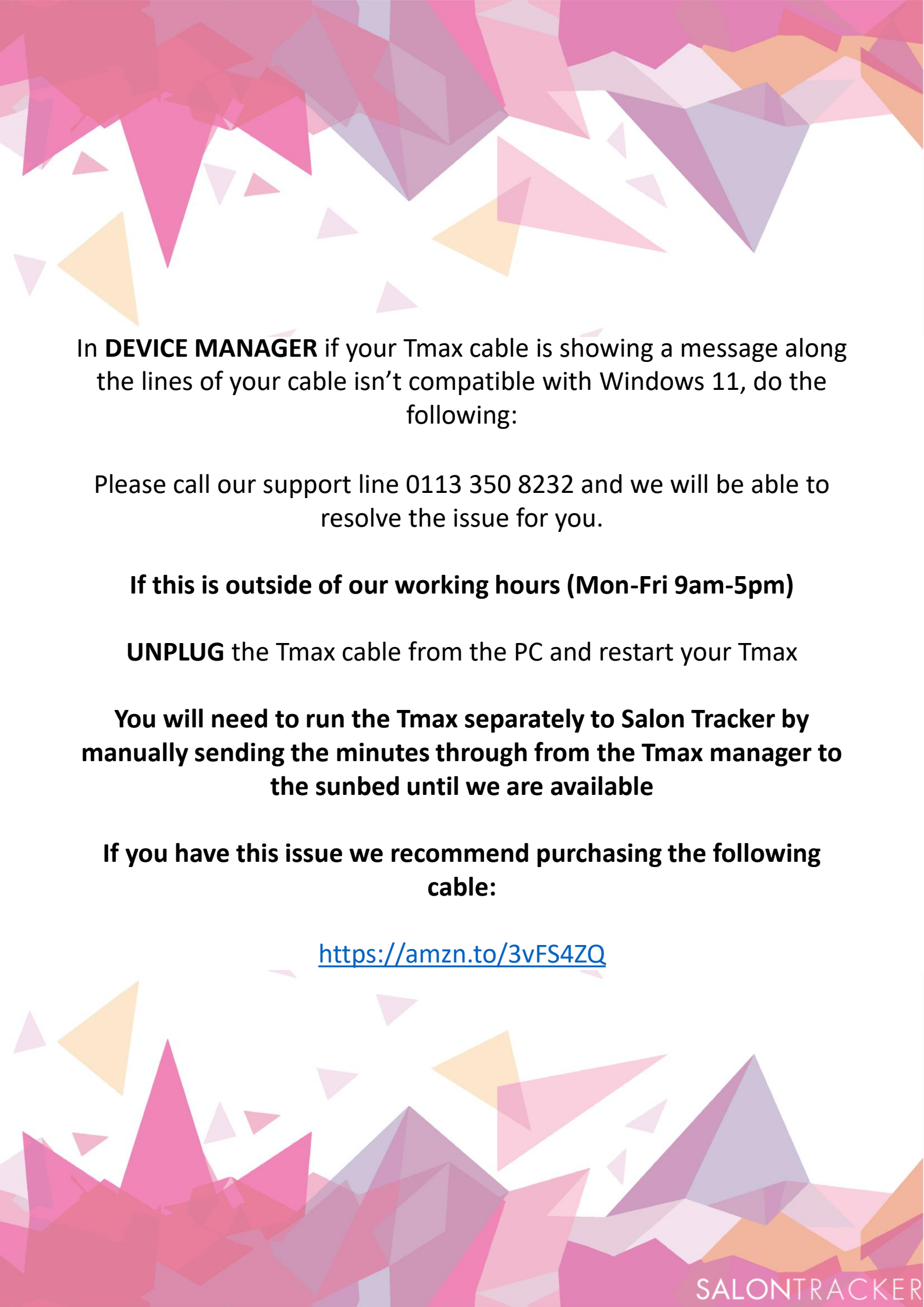
**17.** Once Salon Tracker has reopened go into **ADMIN**, then into **HARDWARE**

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>