

Troubleshooting Wireless Network Quick Start

1. Is this a wireless or wired network?
 - See appropriate troubleshooting guide.

2. Does the T-Max Manager or Intellitan CCS show **any** room address online? [\(CLICK HERE FOR EXAMPLE\)](#)
 - a. No.
 - Check Manager settings for max rooms. [CLICK HERE AND SCROLL TO CORRECT MANAGER](#)
 - Swap or replace Manager comm wire with a timer.
 - The issue may be at the bed timer, or another bed timer or room is causing the issue.

 - b. Yes
 - Anything other than a single zero after reboot needs master reset or replaced.
 - There cannot be multiple of the same room number.
 - Check for LEDs on the antenna.
 - Is the antenna mounted properly?
 - Unplug and plug in each comm wire and check for damage.
 - Check timer room address.
 - Master reset timer.
 - Check that antenna frequencies match.
 - Swap or replace antennas.
 - Swap (if possible) or replace comm wire with power off.
 - Swap (if possible) or replace timer with power off.
 - The issue may be at the bed timer, or another bed timer or room is causing the issue.
 - Rescan the T-Max Manager or Intellitan CCS after any change is made. [\(CLICK HERE\)](#)



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Troubleshooting Wireless Network Quick Start

3. Does the T-Max Manager or Intellitan CCS show the **room in question** online?

a. Yes

- Is the issue only when time is sent from computer software? [\(CLICK HERE FOR EXAMPLE OF ERROR\)](#)
 - Yes
 - Contact software company.
 - No
 - Anything other than a single zero after reboot needs master reset or replaced.
 - There cannot be multiple of the same room number.
 - Check for LEDs on the antenna.
 - Is the antenna mounted properly?
 - Unplug and plug in each comm wire and check for damage.
 - Check timer room address.
 - Master reset timer.
 - Check that antenna frequencies match.
 - Swap or replace antennas.
 - Swap (if possible) or replace comm wire with power off.
 - Swap (if possible) or replace timer with power off.
 - The issue may be at the bed timer, or another bed timer or room is causing the issue.
 - Rescan the T-Max Manager or Intellitan CCS after any change is made. [\(CLICK HERE\)](#)



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Troubleshooting Wireless Network Quick Start

4. Can time be sent to the timer through the T-Max Manager or Intellitan CCS?

- Yes = Is the issue something inside the bed like an error or bad coinbox board?
- No =
 - Anything other than a single zero after reboot needs master reset or replaced.
 - There cannot be multiple of the same room number.
 - Check for LEDs on the antenna.
 - Is the antenna mounted properly?
 - Unplug and plug in each comm wire and check for damage.
 - Check timer room address.
 - Master reset timer.
 - Check that antenna frequencies match.
 - Swap or replace antennas.
 - Swap (if possible) or replace comm wire with power off.
 - Swap (if possible) or replace timer with power off.
 - The issue may be at the bed timer, or another bed timer or room is causing the issue.
 - Rescan the T-Max Manager or Intellitan CCS after any change is made. [\(CLICK HERE\)](#)



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Troubleshooting Wireless Network Quick Start

5. Does the issue only happen if time is sent through computer software like SunLync?

- Yes
 - Contact software company.
- No
 - Anything other than a single zero after reboot needs master reset or replaced.
 - There cannot be multiple of the same room number.
 - Check for LEDs on the antenna.
 - Is the antenna mounted properly?
 - Unplug and plug in each comm wire and check for damage.
 - Check timer room address.
 - Master reset timer.
 - Check that antenna frequencies match.
 - Swap or replace antennas.
 - Swap (if possible) or replace comm wire with power off.
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 - The issue may be at the bed timer, or another bed timer or room is causing the issue.
 - Rescan the T-Max Manager or Intellitan CCS after any change is made. [\(CLICK HERE\)](#)



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Troubleshooting Wireless Network Quick Start

6. Does the up arrow work on the bed timer after unplugging antenna and a 30 second power cycle?

- Anything other than a single zero after reboot needs master reset or replaced.
- There cannot be multiple of the same room number.
- Check for LEDs on the antenna.
- Is the antenna mounted properly?
- Unplug and plug in each comm wire and check for damage.
- Check timer room address.
- Master reset timer.
- Check that antenna frequencies match.
- Swap or replace antennas.
- Swap (if possible) or replace comm wire with power off.
- Swap (if possible) or replace timer with power off.
- The issue may be at the bed timer, or another bed timer or room is causing the issue.
- Rescan the T-Max Manager or Intellitan CCS after any change is made. [\(CLICK HERE\)](#)



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7. Has any work been done like deep cleaning or moving bed in the room that is not working?

- Anything other than a single zero after reboot needs master reset or replaced.
- There cannot be multiple of the same room number.
- Check for LEDs on the antenna.
- Is the antenna mounted properly?
- Unplug and plug in each comm wire and check for damage.
- Check timer room address.
- Master reset timer.
- Check that antenna frequencies match.
- Swap or replace antennas.
- Swap (if possible) or replace comm wire with power off.
- Swap (if possible) or replace timer with power off.
- The issue may be at the bed timer, or another bed timer or room is causing the issue.
- Rescan the T-Max Manager or Intellitan CCS after any change is made. [\(CLICK HERE\)](#)



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8. Has there been an electrical surge that you are aware of recently?

- Anything other than a single zero after reboot needs master reset or replaced.
- There cannot be multiple of the same room number.
- Check for LEDs on the antenna.
- Is the antenna mounted properly?
- Unplug and plug in each comm wire and check for damage.
- Check timer room address.
- Master reset timer.
- Check that antenna frequencies match.
- Swap or replace antennas.
- Swap (if possible) or replace comm wire with power off.
- Swap (if possible) or replace timer with power off.
- The issue may be at the bed timer, or another bed timer or room is causing the issue.
- Rescan the T-Max Manager or Intellitan CCS after any change is made. [\(CLICK HERE\)](#)



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9. What happened at the building right before this network issue occurred?

- Did the power go out, lightning, car ran into a power pole, etc...
- Anything other than a single zero after reboot needs master reset or replaced.
- There cannot be multiple of the same room number.
- Check for LEDs on the antenna.
- Is the antenna mounted properly?
- Unplug and plug in each comm wire and check for damage.
- Check timer room address.
- Master reset timer.
- Check that antenna frequencies match.
- Swap or replace antennas.
- Swap (if possible) or replace comm wire with power off.
- Swap (if possible) or replace timer with power off.
- The issue may be at the bed timer, or another bed timer or room is causing the issue.
- Rescan the T-Max Manager or Intellitan CCS after any change is made. [\(CLICK HERE\)](#)



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Troubleshooting Wireless Network

This system uses wireless antennas at each timer and the T-Max Manager.

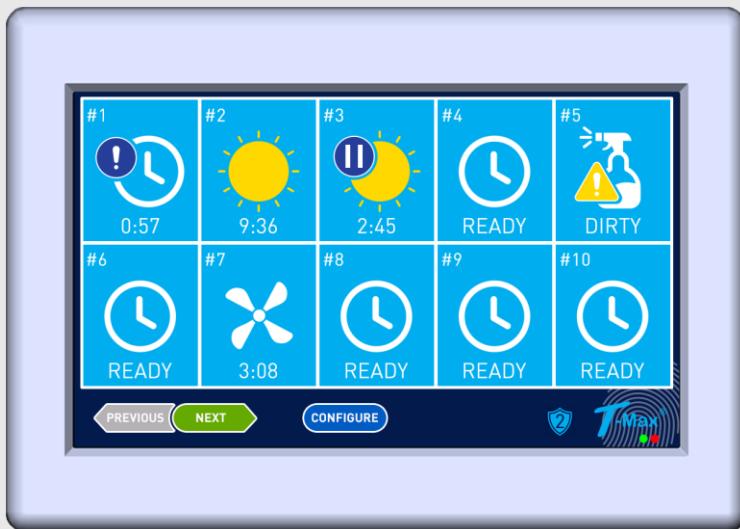


*Older equipment will have a [T-Max G2 Power Injector](#) to power the antenna.

Troubleshooting Wireless Network

Rescan the T-Max Manager after making changes while troubleshooting:

Press CONFIGURE then 999 then ENTER.



Press CALL/MENU then 999 then ENTER



The Manager G2 and 3A/W do not need to be rescanned. They will find any rooms if the all settings are correct.

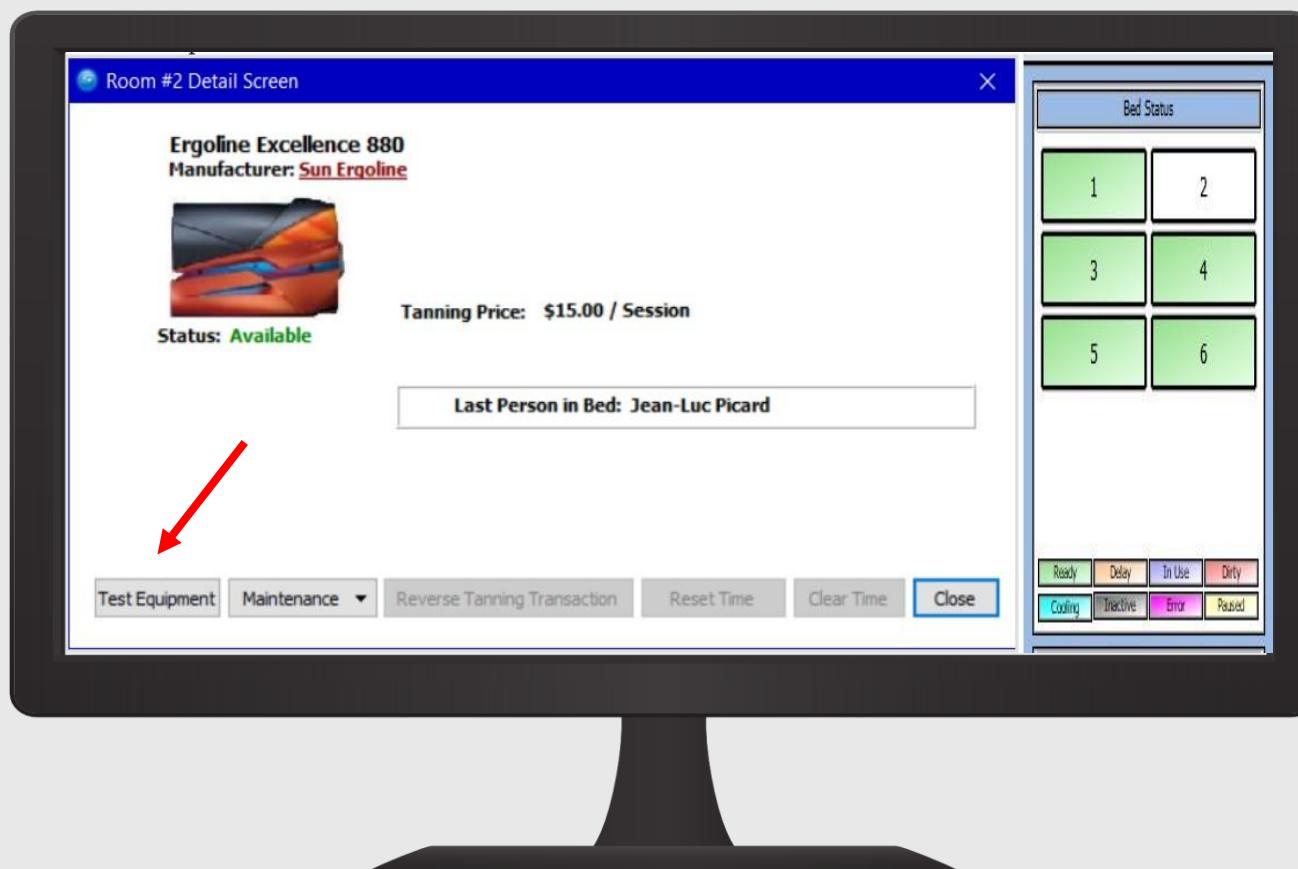


Troubleshooting Wireless Network

The Workflow of Time Being Sent to a Timer With Software

Scenario 1:

1. The equipment shows ready on the computer software and the T-Max Manager:



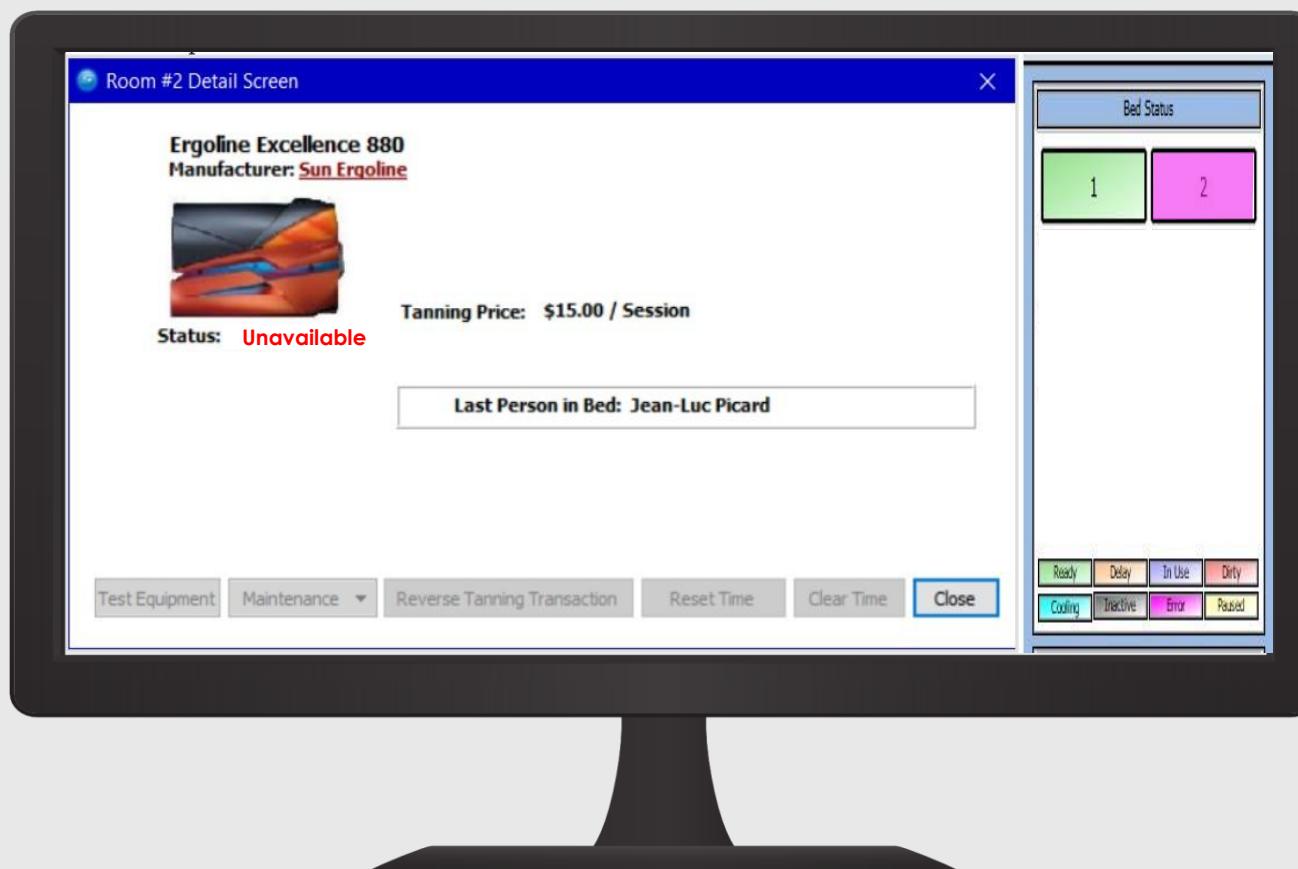
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Troubleshooting Wireless Network

The Workflow of Time Being Sent to a Timer With Software

Scenario 1: With Room 2 Error

1. The equipment shows an error on the computer software and the T-Max Manager:



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The Workflow of Time Being Sent to a Timer With Software

2. Time is sent to room using the SunLync software on the computer.
3. The software tells the Manager to set room 2 for 10 minutes.
4. The bed is now in delay mode.
5. The customer gets inside the bed and presses the start button.
6. The timer begins counting down.

Scenario 1:

Standby → Delay* → Start → Running



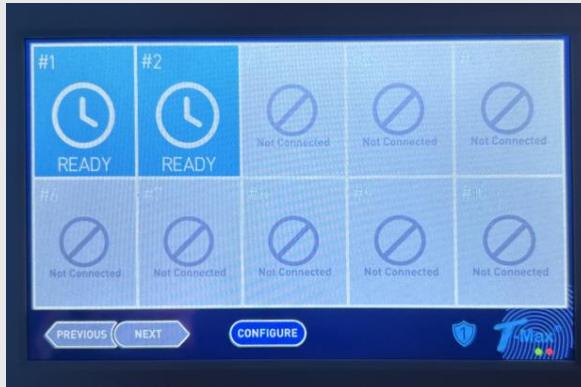
*If the customer takes longer than the delay time, the bed starts automatically.

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The Workflow of Time Being Sent to a Timer Without software:

Scenario 2:

1. The equipment shows ready on the T-Max Manager Touch:



2. Press the room address on the Touch:



3. Enter the minutes for the session and press ENTER:



4. The delay starts to count down:



Troubleshooting Wireless Network

The Workflow of Time Being Sent to a Timer Without software:

Scenario 2:

5. The customer gets inside the bed and presses the start button.
6. The timer begins counting down.

Standby → Delay* → Start → Running



*If the customer takes longer than the delay time, the bed starts automatically.

Troubleshooting Wireless Network

Timers that plug directly into G2 Wireless Antennas:

1. Timer Control Module (TCM):



2. T-Max G2 3W:



3. TMX005 Board:



These timers **require** the G2 Power Injector to work with wireless:

1. T-Max 3A:



2. Any Sundash or Ambition timer:



3. Intellitan 4-button timer:



Do not attempt to plug any antenna directly into these timers even if a port looks like it will fit!



These timers will **not work** with wireless without modification:

Any SIP-Series Timer or CCS



Troubleshooting Wireless Network

Managers that plug directly into G2 Wireless Antennas:

1. T-Max Manager Touch



2. T-Max G2 3W:



3. T-Max Manager G2:



These managers **require** the G2 Power Injector to work with wireless:

1. T-Max 3A:



2. T-Max manger Pro:



These managers will **not work** with wireless without modification:

1. Any SIP-Series Timer
2. Any Intellitan CCS



Troubleshooting Wireless Network

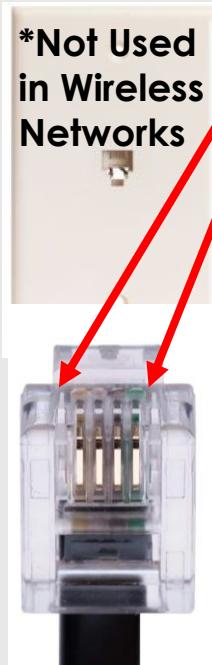
4-position
4-conductor
RJ22 phone cable* -
Plugs into **TCM, TMX005, Timer, All T-Max Managers, Wall Timers (3A, G2/3W), Top of G2 power Injector.**



*It is common for a cable to have RJ11 at one end and RJ22 at the other end because there are no wall jacks with RJ22 ports.
PN 4631712902 is a 10ft cable like this.

Network Cable Info:

6-position
4-conductor
RJ11 phone cable -
Plugs into Wall Jack.
Notice the empty conductor positions.

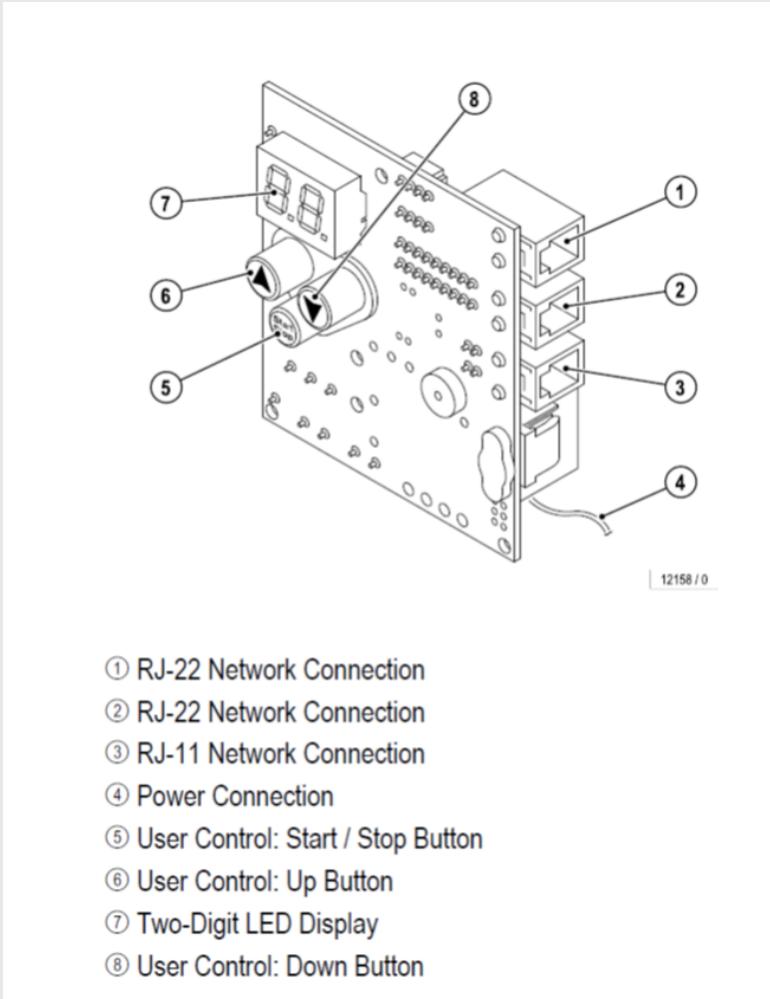


*These 2 cables look very similar and will fit in the same port. The RJ12 has 2 extra contacts for power to the antenna.



*Is included with wireless antenna PN 34002617 purchase and we do not sell separately.

Troubleshooting Wireless Network



Network Port Info:

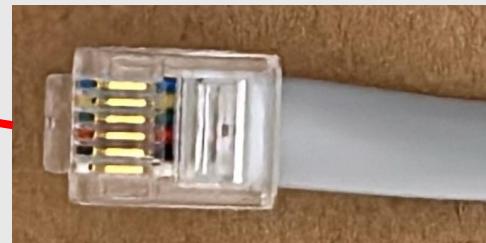
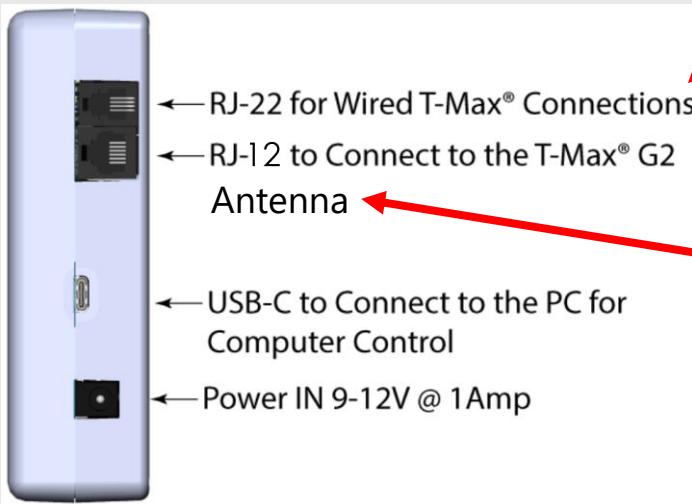


Positions 1 or 2 = RJ22 only.
There is no preference to use one over the other.
Both positions are connected internally in the timer in case of daisy chain network.

Position 3 = Wireless RJ12 only.

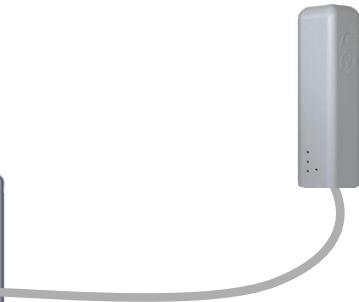
Troubleshooting Wireless Network

Network Cable Info:



Troubleshooting Wireless Network

These are the places the wireless antenna cable plug in.



Front Desk



The actual buttons are outside of the booth. Cables pass inside.



Room 2

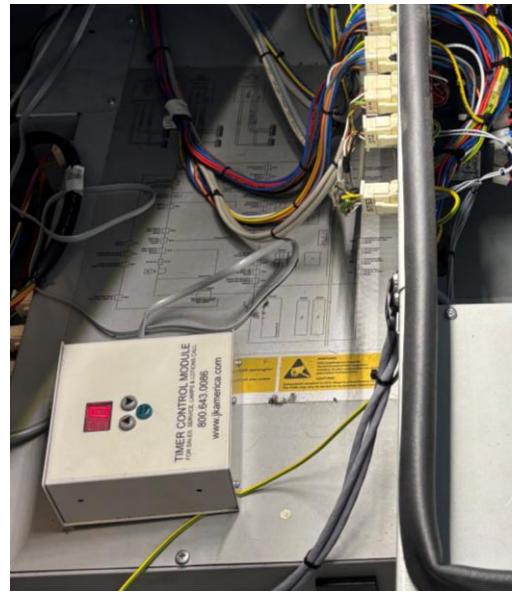
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These are the places the wireless antenna cable plug in.



Front Desk



Room 3

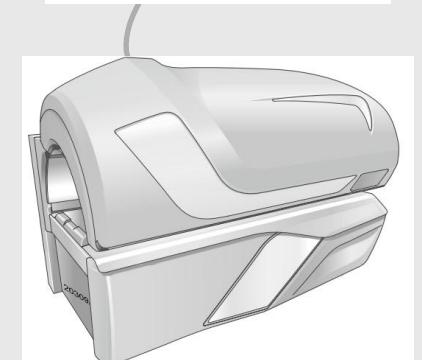


Troubleshooting Wireless Network

No Power at Antenna:

No LED's at all on Wireless antenna at the bed or booth:

1. The cable on the antenna is not pushed all the way in. (Unplug and plug back in.)
2. The bed is not providing power to the timer at all. [\(Click Here\)](#)
3. The antenna may be damaged. Swap antenna with working antenna. [\(Click Here\)](#)
4. The antenna cable may be damaged. Swap with working antenna cable.
5. The wrong cable may be installed. [\(Click Here\)](#)
6. The timer may be damaged. Timer master reset [\(Click Here\)](#). Swap or replace timer.
7. The wrong **port** on the timer may be used. [\(Click Here\)](#)
8. The wrong style of timer may be used. [\(Click Here\)](#)
9. Wall Timers may have no power at outlet, loose J3 contact or damaged power adapter.



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Troubleshooting Wireless Network

Power and No Communication at Antenna:

One Solid Red LED on Wireless on Any Antenna:

1. Antenna is on the floor or low in the room. (Mount antenna on the wall 5 to 7 feet off the floor.)
2. The network cable is laying on top of or wrapped around electrical cords. (Untangle and separate antenna wire from other wires or cables.)
3. Not all the antennas are oriented the same way. (All antennas need to be positioned vertically.)
4. The antenna is too close to a metal stud or is too close to a corner in the room. (Move antenna.)
5. The antenna is too high and next to the metal top plate. (Move antenna down and away.)
6. The timer has incorrect room address or programming or needs reset. (Check room address. [\(Click Here\)](#) or Master reset timer [\(Click Here\)](#))
7. The antenna has interference from another device or is set to the wrong frequency. To change antenna frequency. [\(Click Here\)](#)
8. There may be another timer programmed to the same room address. Unplug or check other rooms for incorrect addresses. [\(Click Here\)](#)
9. The T-Max Manager may not be scanning enough rooms. Ask how many units are supposed to be on T-Max. [\(Click Here\)](#)
10. The timer communication chip is bad and needs to be replaced. (Replace communications chip inside timer or Manager. PN 34002731)
11. P13 exceeds setting of 10 (94 on timer, E4 on front desk Manager controller) (Master Reset Timer)
12. Pair each unit with individual **3A or 3W wall timers** at front desk.
 1. [\(Use different channels for each pair.\)](#) Front desk address is always .0 "zero" and room address is always .1 "one"
13. The antenna or cable is damaged. (Swap antenna or cable with working antenna or cable.)
14. Someone has used the Auto- Address feature and multiple rooms need to be readressed. [\(Click Here\)](#)

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Troubleshooting Wireless Network

Power and Poor Communication at Antenna:

Only Red Flashing LEDs on Wireless on Any Antenna:

1. Antenna is on the floor or low in the room. (Mount antenna on the wall 5 to 7 feet off the floor.)
2. The network cable is laying on top of or wrapped around electrical cords. (Untangle and separate antenna wire from other wires or cables.)
3. Not all the antennas are oriented the same way. (All antennas need to be positioned vertically.)
4. The antenna is too close to a metal stud or is too close to a corner in the room. (Move antenna.)
5. The antenna is too high and next to the metal top plate. (Move antenna down and away.)
6. The timer has incorrect room address or programming or needs reset. (Check room address. [\(Click Here\)](#) or Master reset timer [\(Click Here\)](#))
7. The antenna has interference from another device or is set to the wrong frequency. To change antenna frequency. [\(Click Here\)](#)
8. There may be another timer programmed to the same room address. Unplug or check other rooms for incorrect addresses. [\(Click Here\)](#)
9. The T-Max Manager may not be scanning enough rooms. Ask how many units are supposed to be on T-Max. [\(Click Here\)](#)
10. The timer communication chip is bad and needs to be replaced. (Replace communications chip inside timer or Manager. PN 34002731)
11. Room antenna is physically too far from T-Max Manager antenna. (300ft is the MAX.)
12. Pair each unit with individual **3A or 3W wall timers** at front desk.
 1. [\(Use different channels for each pair.\)](#) Front desk address is always .0 "zero" and room address is always .1 "one"
13. The antenna or cable is damaged. (Swap antenna or cable with working antenna or cable.)
14. Someone has used the Auto- Address feature and multiple rooms need to be readressed. [\(Click Here\)](#)

Troubleshooting Wireless Network

- Make sure the G2 Antenna is mounted above the highest point on the tanning bed (when the canopy is raised).
- Make sure the G2 Antenna is not mounted next to metal such as metal studs in walls, vending machines, vents etc.



Troubleshooting Wireless Network

If the equipment is not showing up at the front desk,
ask the following questions:

- Are the red and green LEDs on the G2 antenna are flashing quickly?

- If yes, the room is communicating properly with the T-Max Manager. – Send a test session.
- If the red LEDs are on but not flashing, something is interfering with the signal.
 - **Unplug the G2 antenna and swap it with another room and plug them back in.**
 - **Is the room programmed to the right address?** [\(Click Here\)](#)


- If none are on at all, there may be a power issue inside the bed.
If the timer is not lit up [\(Click Here\)](#).
- To cycle power for 6200 /7200 stand up: [\(Click Here\)](#)


Room 1

Room 2

Troubleshooting Wireless Network

Helpful information to share with customer:

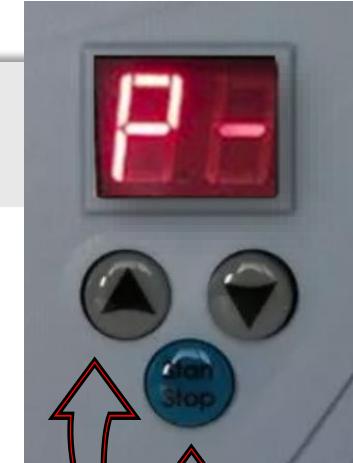
- These antennas use the 900Mhz RF (radio frequency) signal. – Are there other wireless devices using this frequency nearby?
- Here is a list of other devices that use the 900Mhz RF signal:
 - Cordless phones
 - Baby monitors
 - Two-way radios
 - Hobbyist radios
 - RFID readers
 - Wireless LAN point-to-point bridge links
- The Frequency of the G2 antenna may have to be changed to avoid interference. Level 2 [\(Click Here\)](#)
- If the customer has accidentally used the auto-address function on the T-Max Manager, they will need to change room addresses for each incorrect room.

Troubleshooting Wireless Network

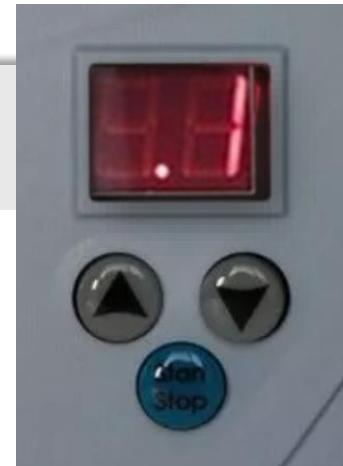
How to check the room address:

If the up arrow does not change the number, the timer is on the network. (Unplug network cable and cycle power to bed/booth.)

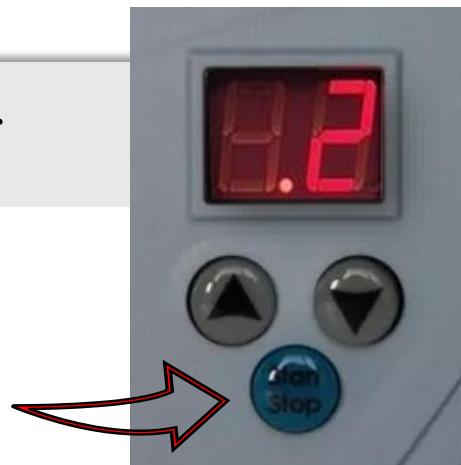
1. Press and hold the up arrow and the start button at the same time until the letter P- flashes.



2. Release both buttons. The display shows .1



3. Press the start/stop button once.



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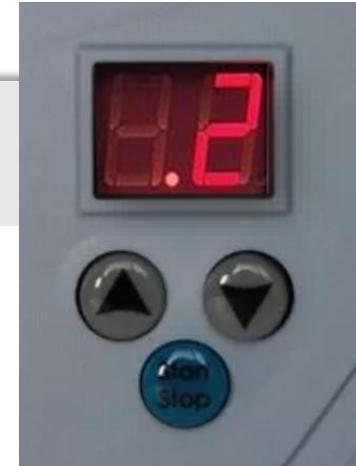
Troubleshooting Wireless Network

4. The room address will be flashing.

5a. If it's flashing the correct room address **with a solid dot**, press the start/stop button once.

Press the up and down arrows together to leave parameter mode.

The room address is correct. [\(Swap antenna\)](#)



5b. If it's the wrong room address or the dot is flashing, press the up or down arrow to get to a solid dot with the room address.



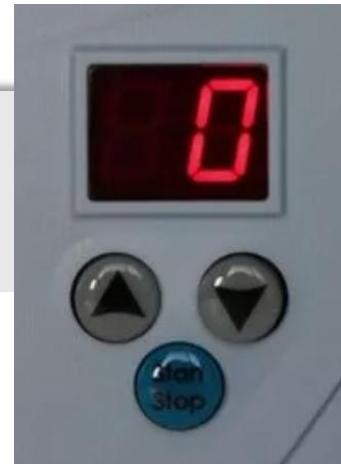
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6. When the correct room address number is flashing with a solid dot showing, press the start/stop button once.

7. Press the up and down arrows together to leave parameter mode. The room address is correct.

8. Rescan the T-Max Manager. [\(Click Here\)](#)
It should show the room ready.

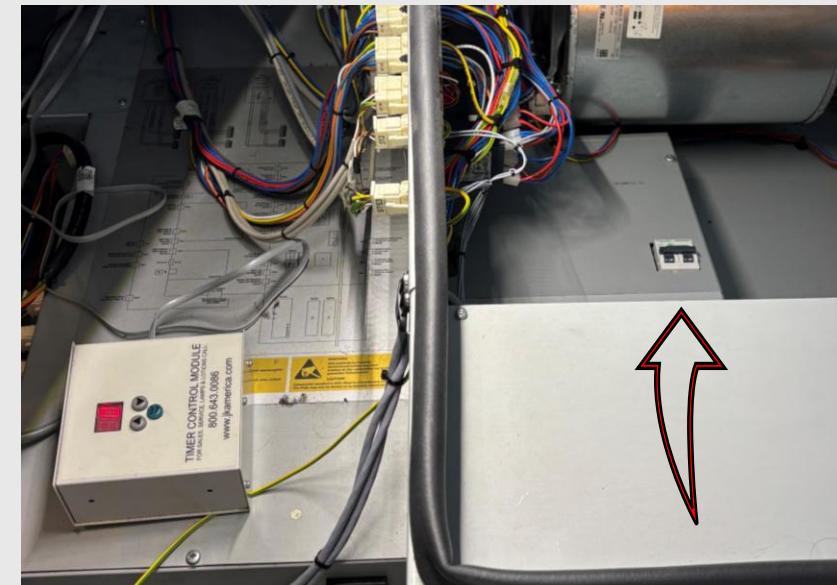


9. If the room is still not showing up on the manager. [\(Click Here\)](#)

Troubleshooting Wireless Network

Timer Has No Power:

1. The equipment may have an error. (Clear the error)
2. F1 breaker has tripped or is turned off. (Reset breaker)
3. Timer may be unplugged from power cable. (**Power Off First**)
4. Check the incoming power to the unit.
5. The timer is damaged. (Swap or replace it) (**Power Off First**)
6. The power cable is damaged. (Swap timer working timer.) (**Power Off First**)
7. For equipment specific solutions. ([Click Here](#))



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Troubleshooting Wireless Network

Fix no power going to TCM or TMX005 – Check F1 Breaker First

1. Revive Standup, Red Wave Standup, Sunrise 6200, Sunrise 7200, Sunrise 7200 Hybrid, Beauty Angel 7200, All Vitality, Spirit*:
 1. **Check plugs and pins to X09-WD and BU21.(POWER OFF FIRST)**
 2. **Check plug and power to Watchdog PCB on plug X07.**
 3. ***Spirit only – Check plugs BU21 first and X03_ST on Power Control 1516038 under canopy skin. (POWER OFF FIRST)**
2. Revive, Red Wave Laydown:
 1. **Check plug ST54 behind bed. (POWER OFF FIRST)**
 2. **Check plug X014_ST on Control System PCB PN1516436-01 on top of canopy under decor skin. (POWER OFF FIRST)**
 3. **Check pins 10 and 6 on PCB_1 PN1516436-01 on top of canopy under decor skin. (POWER OFF FIRST)**
3. Prestige1000, Prestige1400, Prestige 1600, PF 48-4, PF 42-42, All Inspiration:
 1. **Check all fuses on coinbox pcb. These are either inside the control box or mounted to back wall next to X1 power terminal. (POWER OFF FIRST)**
 2. **Check the I/O pcb in slot 4 and plug X01-4 are both fully seated inside control box.(POWER OFF FIRST)**
 3. **Check K2 relay for proper voltage and function inside control box or ballast box.**
4. E3 Affinity, Open Sun 1050, Prestige 1100, Celebration, Soltron Equivalent :
 1. **Check all fuses on coinbox pcb. These are either inside the control box or mounted to back wall. (POWER OFF FIRST)**
 2. **Check K2 relay for proper voltage and function inside control box.**
 3. **T1 transformer inside control box for proper voltage and function. (~230VAC in and ~24VDC out)**
5. All Passions w/ full display, All Soltron Equivalent:
 1. **Check incoming voltage at X1 terminal inside lower front of bed.**
 2. **Check plug X03_ST on main Control System PCB PN 1503650 inside tower. (POWER OFF FIRST)**
 3. **Check connections on hour counter inside tower. (POWER OFF FIRST)**
 4. **Swap or replace brick timer. (POWER OFF FIRST)**

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Troubleshooting Wireless Network

Fix no power going to TCM or TMX005 – Check F1 Breaker First

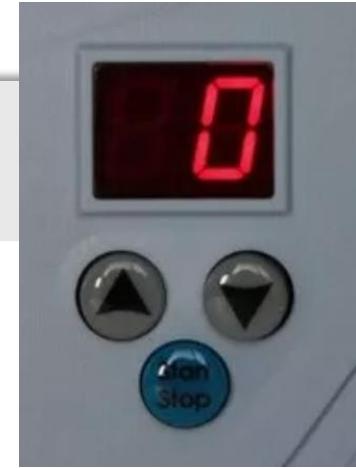
6. All Passions w/ 3-Button display, All Soltron Equivalent:
 1. **Check incoming voltage at X1 terminal. Remove front lower decor and lower the center front access panel at the base of bed.**
 2. **Check K2 relay for proper voltage and function inside tower.**
 3. **Check connections on bed hour counter inside tower. (POWER OFF FIRST)**
 4. **Swap or replace brick timer inside tower. (POWER OFF FIRST)**
7. Sunrise 480, Beauty Angel RVT-30, Soltron Equivalent:
 1. **Incoming voltage between each phase of incoming power on roof at X1 terminal.**
 2. **Check plug X05_ST on Mainboard. (POWER OFF FIRST)**
 3. **Check plug J03 on back of TMX005 pcb. (POWER OFF FIRST)**
 4. **Check plug and socket BU21 and ST21. (POWER OFF FIRST)**
8. All Essence, All Soltron Equivalent:
 1. **Check plug ST21. (Behind booth) (POWER OFF FIRST)**
 2. **Incoming voltage between each phase of incoming power at F1, F2 and F3 in lower front of tower behind panels.**
 3. **Check plug X03_ST at main Control System PCB PN1504686. (POWER OFF FIRST)**
9. E2 Affinity, Excellence, Evolution, Lounge, Soltron Equivalent :
 1. **Clear all errors.**
 2. **Check all fuses on coinbox pcb in slot 4 counting from back of Slot PCB Board. (POWER OFF FIRST)**
 3. **Check coinbox pcb in slot 4 is fully seated counting from back of Slot PCB Board. (POWER OFF FIRST)**
 4. **Incoming voltage between each phase of incoming power at X1 terminal on back wall.**

Troubleshooting Wireless Network

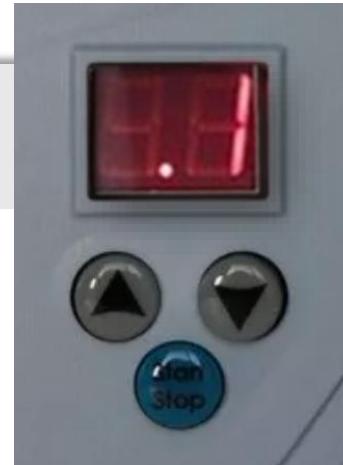
How to master reset the timer:

If the up arrow does not change the address, the timer is on the network.
(Unplug antenna cable and cycle internal breaker unit for 60 seconds.)

1. Press and hold the up arrow and the start button at the same time until the letter P- flashes and changes to .1 (solid)



2. Release both buttons. The timer shows .1 (solid)



3. Press the up arrow to .6 (solid)



List continues
on next page

Troubleshooting Wireless Network

4. Press the Start / Stop button once. The lamp hours will flash alternately two sets of numbers. Write down the four numbers together to get the lamps hours.

For example, these 2 sets of numbers would be 122 lamp hours:

5. Press the Start/Stop button once. The timer will show .6 (solid)



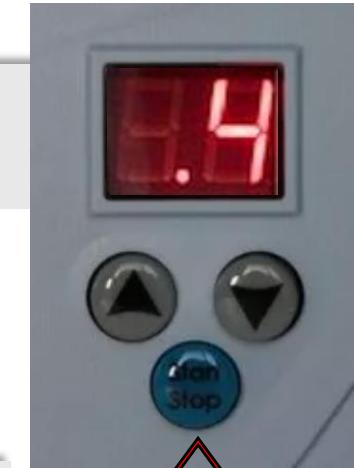
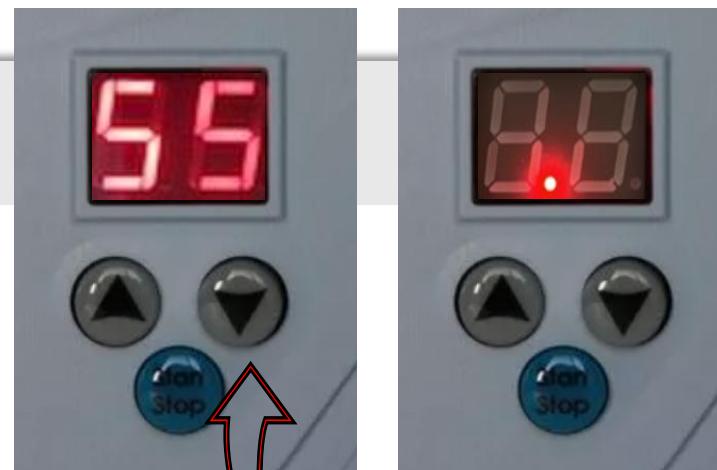
List continues
on next page

Troubleshooting Wireless Network

6. Press the up arrow until the timer shows .1 (solid)

7. Press the Start/ Stop button once to see the room address. (flashing)
Example, this is room 4:

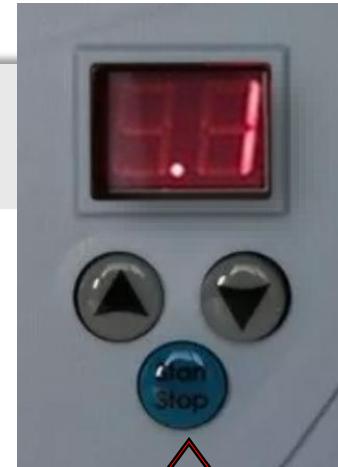
8. Press the **down** arrow until 55 and a period alternate while (flashing).



List continues
on next page

Troubleshooting Wireless Network

9. Press the start/stop button once to save. (solid)



10. Press the up and down arrows together to leave parameter mode.



List continues
on next page

Troubleshooting Wireless Network

11. Turn off the F1 breaker inside the bed or booth for 60 seconds and turn it back on.

12. The timer will now show 99 and buzz. Press the start/stop button once.

13. The timer will now show 88 flashing and buzz. Press the up arrow once to change to zero.

14. The timer will now show 0 and needs to be programmed.



List continues
on next page

Troubleshooting Wireless Network

How to program the timer after a master reset.

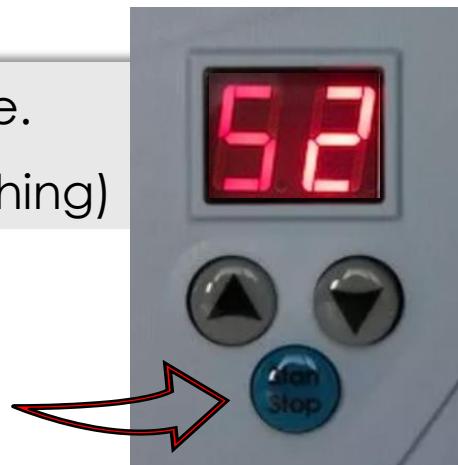
15. Press and **hold** the up arrow and the start button **at the same time** until the letter P- flashes and changes to .1



16. Release both buttons. The display shows .1 (solid)



17. Press the start/stop button once.
The timer will now show 52 (flashing)



List continues
on next page

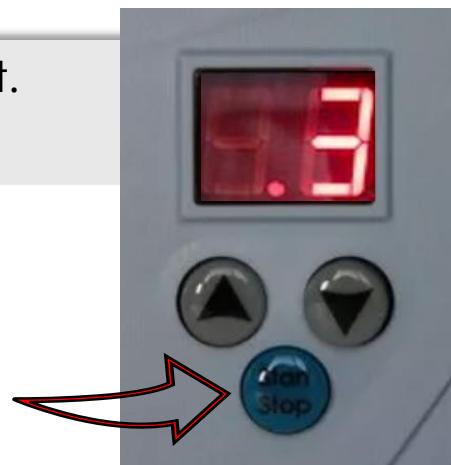
Troubleshooting Wireless Network

18. Press the up arrow until the desired **Room Address**. (Timer will start flashing)
(Ignore the dot.)
19. Press the Start/Stop button to save it.

20. The timer will now show .1 (solid)
Press the up arrow until .3 is shown on the timer. (solid)

21. Press the Start/Stop button. (flashing)
22. Press the up arrow until the desired **Session Delay**.

23. Press the Start/Stop button to save it.
Timer show .3 (solid)

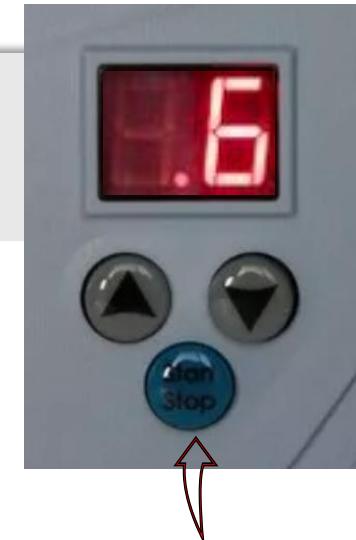
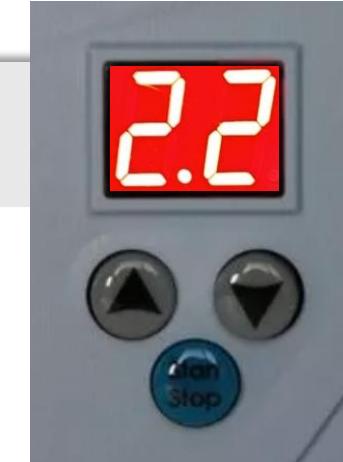
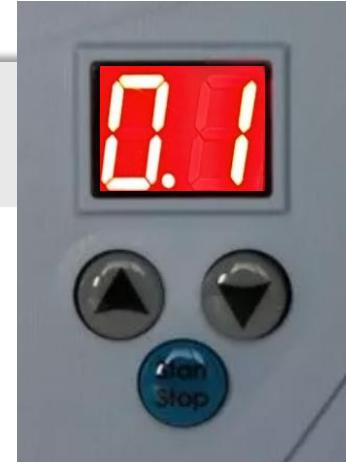


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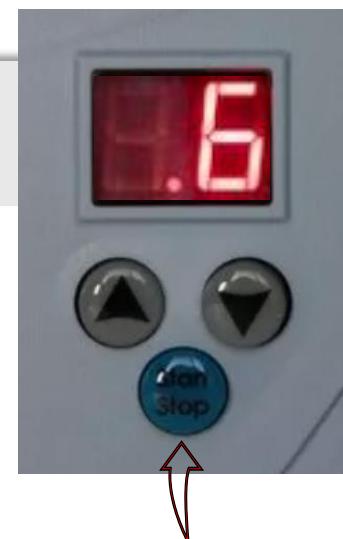
Troubleshooting Wireless Network

24. Press the up arrow until **.6** (solid)
25. Press the Start/Stop button once.
26. Press the up arrow until the **Lamp Hours** flash alternately two sets of numbers that were written down earlier.

For example, these 2 sets of numbers (flashing) would be 122 lamp hours:



27. Press the Start/Stop button once.
The timer will show **.6** (solid)



List continues
on next page

Troubleshooting Wireless Network

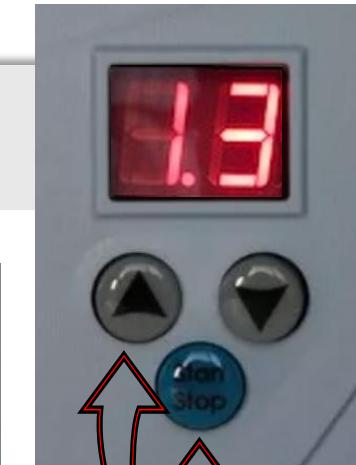
28. Press the up arrow until .9 (solid) This is the **Clean Room** feature.

By default, it is turned on .1. Ask customer if they use it. **If yes**, press Start/Stop button, down arrow to 0. Press Start/Stop button to save it. **If no**, move to next step.



29. Press the up arrow to **1.3** (solid)

Press Start/Stop button once and .0 will start (flashing).



30. Press the up arrow until .3 shows. (flashing)

This is the **Cool Down** time in minutes.



31. Press the Start/Stop button to save it.

The timer is now showing 1.3 (solid)



List continues
on next page

Troubleshooting Wireless Network

32. Press the up arrow until **1.7** is showing (solid) This is the **Clean Clear Source**.

This setting changes the length of how long to press the Start/Stop button to clear the clean room feature. Typically, everyone wants a quick press of the Start/Stop button to clear a dirty bed, so we change this to .1



33. Press the Start/Stop button once and .0 shows. (flashing) –

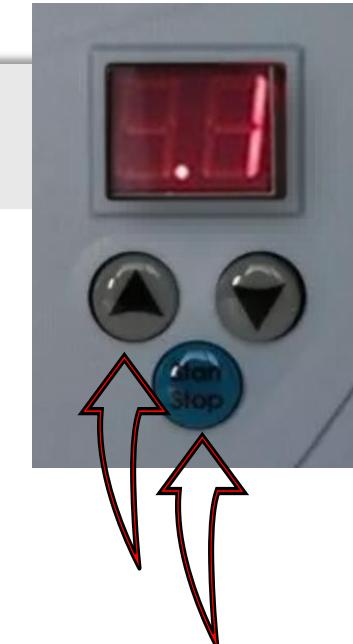
34. Press the up arrow once to change to .1 (flashing)

35. Press the Start/Stop button to save it.



36. Press the up arrow to **2.5** (solid)

This is **Clean Clear from Start**.(Unit display)



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on next page

Troubleshooting Wireless Network

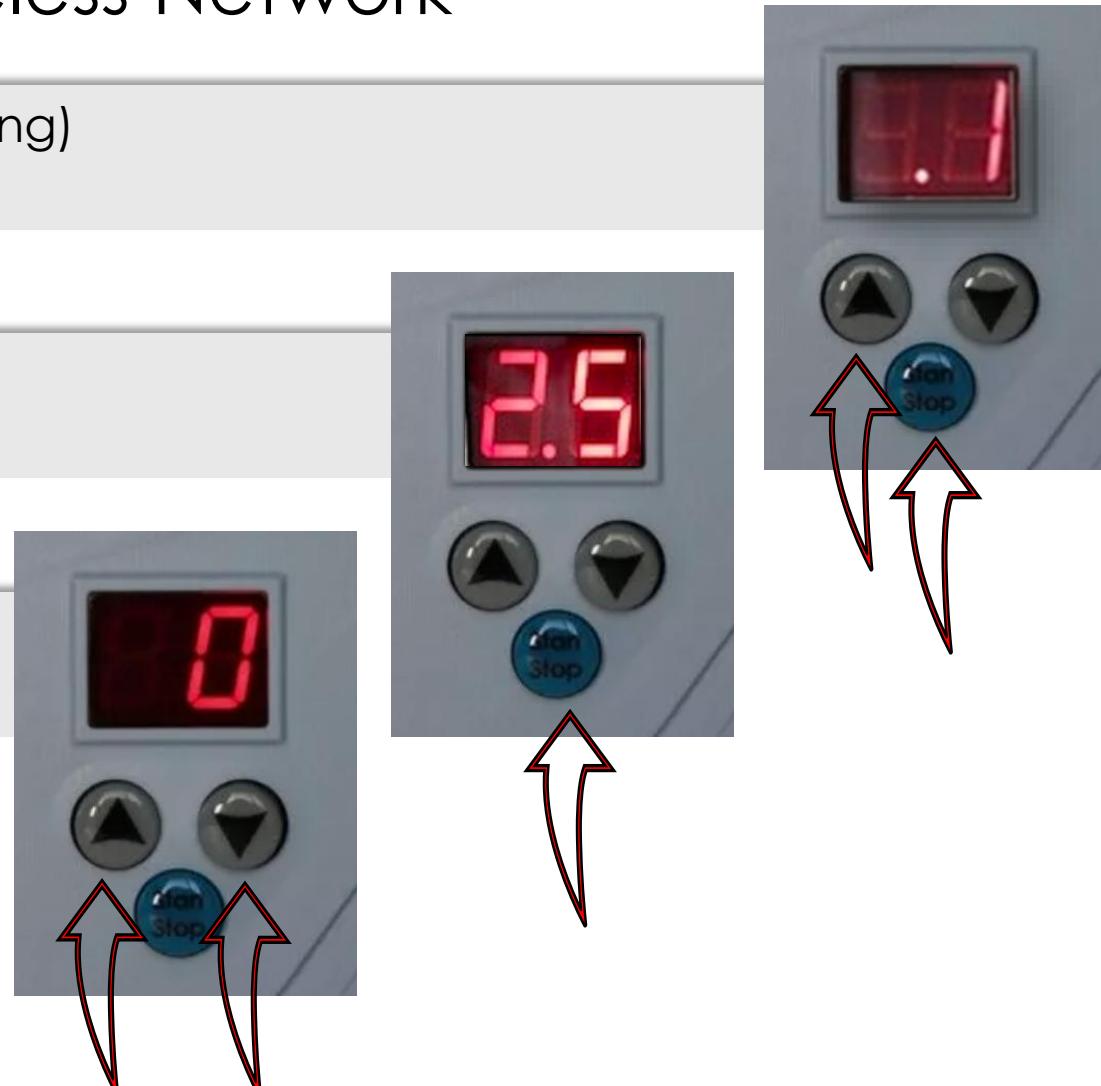
37. Press the Start/Stop button. The timer shows .0 (flashing)
38. Press the up arrow once to change to .1 (flashing)

39. Press the Start/Stop button once to save it.

40. Press the up and down arrows at the same time to leave parameter mode.

41. Plug in timer or antenna cable and rescan the T-Max Manager. [\(Click Here\)](#)

42. The room should now show up on the Manager. If not [\(Click Here\)](#).



Troubleshooting Wireless Network

The Frequency of the G2 antenna can be changed by:

1. Unplug the G2 antenna.
2. Gently pry the cover off the antenna.
3. Carefully remove the pcb from the case.
4. Inspect where each jumper is positioned.
5. Change the jumper pattern as shown.
6. Change EVERY G2 antenna in the location to match once the best channel is found.
7. There is no “best channel”, only the channel with the least interference.



Troubleshooting Wireless Network

T-Max Manager Touch Settings:

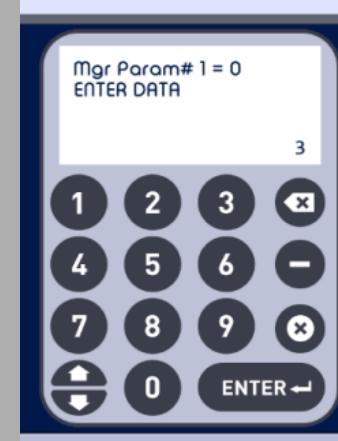
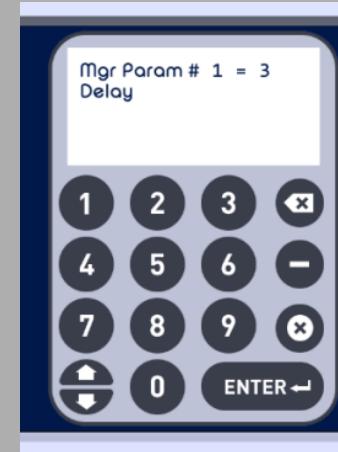
The following procedure may correct:

If the unit starts early. *Delay may be set to 0.

If the unit will not start until the delay runs out. **Auto Start not set to 1.

If the T-Max Manager Pro is not scanning high enough to find all room addresses.***

1. Press the Configure Button. Type 3333 then Enter.
2. The display will return to the home screen. A shield with a 3 shows Security Level 3.
3. It will be displayed on the bottom of the display.
4. Press the Configure Button. Type 802 then enter go to the Manager Configuration Screen.
5. *Press ENTER then set the delay time for all rooms and press ENTER again to save.
6. **Press up arrow to Mgr. Param #2. Press ENTER. Press 1. Press ENTER to save.
7. ***Press up arrow to Mgr. Param #3. Press Enter. Type max rooms. Press ENTER to save.
8. To Exit after any adjustment is saved, press the X button.
The screen will say INITIALIZING and reboot and rescan all rooms.



Next page for
more Managers

Troubleshooting Wireless Network

T-Max Manager Pro Settings:

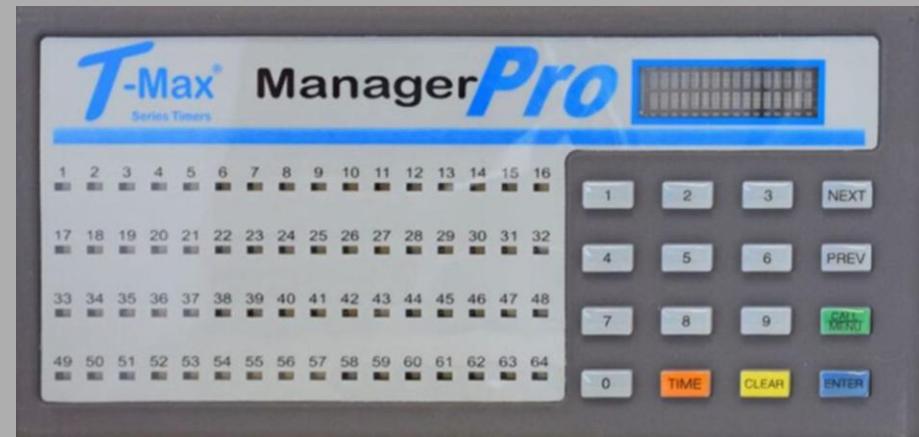
The following procedure may correct:

If the unit starts early.

If the unit will not start until the delay runs out.

If the T-Max Manager Pro is not scanning high enough to find all room addresses.

1. Press the CALL/MENU button then 3333.
2. Press Enter.
3. The following message will appear: **GET PARAMS?** Press NEXT.
4. The following message will appear: **SEND PARAMS?** Press NEXT.
5. The following message will appear: **MGR PARAMS?** Press ENTER.
6. The following message will appear: **MGR DELAY TIME.** Set the delay time in minutes and press ENTER.
7. The following message will appear: **MGR START MODE.** Press 1 and press ENTER.
8. The following message will appear: **MGR MAX BED.** Set the maximum room address followed by the ENTER key.
9. The following message will appear: **MANAGER NUM.** If you are using one Manager, press ENTER. If you are using multiple Managers, check manual.
10. The following message will appear: **MGR RE-SCAN TIME.** Press the ENTER key (without entering a number).
11. The following message will appear: **MAX SLAVE.** If you are only using one T-Max Manager, press ENTER (without entering a number).
12. The display will then read **SAVING PARAMS**, and the T-Max Manager Pro will rescan the room addresses.



Troubleshooting Wireless Network

If the room address is not being found, check max bed number:

1. Press Start/Stop buttons under Display 1 and Display 10 at the same time until the displays change and show zeros in displays 6, 7 and 8. Release the Start/Stop Buttons.



2. Press the Set buttons under displays 7 and 8 until 00, 22, 22 are shown.



3. Press the Start/Stop button under Display 1.



4. You will now see numbers show up under each parameter. Use the Set button or Start/Stop buttons to adjust the amount of rooms under Display 3.



5. To exit, press the "Change Display of Beds" button.

T-Max Manager G2 Settings:

1. Press Start/Stop buttons under Display 1 and Display 10 at the same time until the displays change and show zeros in displays 6, 7 and 8. Release the Start/Stop Buttons.



2. Press the Set buttons under displays 7 and 8 until 00, 22, 22 are shown.



3. Press Start/Stop buttons under Display 1 and Display 10 at the same time until the displays change and show zeros in displays 6, 7 and 8. Release the Start/Stop Buttons.



4. You will now see numbers show up under each parameter. Use the Set button or Start/Stop buttons to adjust the Delay Time or Auto Start.

Auto Start should always be set to 1.



5. To exit, press the "Change Display of Beds" button.

