

# Troubleshooting Wired 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.
    - Unplug and plug in each comm wire and check for damage. [\(CLICK HERE\)](#)
    - Check timer room address. [\(CLICK HERE\)](#)
    - Master reset timer. [\(CLICK HERE\)](#)
    - Swap (if possible) or replace communication (phone) 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. [\(CLICK HERE\)](#)



*Ergoline*

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*SunLync*

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# Troubleshooting Wired 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.
    - Unplug and plug in each comm wire and check for damage. [\(CLICK HERE\)](#)
    - Check timer room address. [\(CLICK HERE\)](#)
    - Master reset timer. [\(CLICK HERE\)](#)
    - Swap (if possible) or replace communication (phone) 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 Wired 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.
  - Unplug and plug in each comm wire and check for damage. [\(CLICK HERE\)](#)
  - Check timer room address. [\(CLICK HERE\)](#)
  - Master reset timer. [\(CLICK HERE\)](#)
  - Swap (if possible) or replace communication (phone) 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 Wired 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.
  - Unplug and plug in each comm wire and check for damage. [\(CLICK HERE\)](#)
  - Check timer room address. [\(CLICK HERE\)](#)
  - Master reset timer. [\(CLICK HERE\)](#)
  - Swap (if possible) or replace communication (phone) 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 Wired 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.
- Unplug and plug in each comm wire and check for damage. [\(CLICK HERE\)](#)
- Check timer room address. [\(CLICK HERE\)](#)
- Master reset timer. [\(CLICK HERE\)](#)
- Swap (if possible) or replace communication (phone) 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 Wired Network Quick Start

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.
- Unplug and plug in each comm wire and check for damage. [\(CLICK HERE\)](#)
- Check timer room address. [\(CLICK HERE\)](#)
- Master reset timer. [\(CLICK HERE\)](#)
- Swap (if possible) or replace communication (phone) 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 Wired Network Quick Start

## 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.
- Unplug and plug in each comm wire and check for damage. [\(CLICK HERE\)](#)
- Check timer room address. [\(CLICK HERE\)](#)
- Master reset timer. [\(CLICK HERE\)](#)
- Swap (if possible) or replace communication (phone) 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 Wired Network Quick Start

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.
- Unplug and plug in each comm wire and check for damage. [\(CLICK HERE\)](#)
- Check timer room address. [\(CLICK HERE\)](#)
- Master reset timer. [\(CLICK HERE\)](#)
- Swap (if possible) or replace communication (phone) 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 Wired Network



Explanation of Network



Rescanning Network



Sending Time From Software



Sending Time From T-Max



Timers and Managers



Network Cable Info



How to Access Timers



Troubleshooting Wired



No Power to Timer



Checking Room Addresses



Timer Master Reset



T-Max Manager Settings



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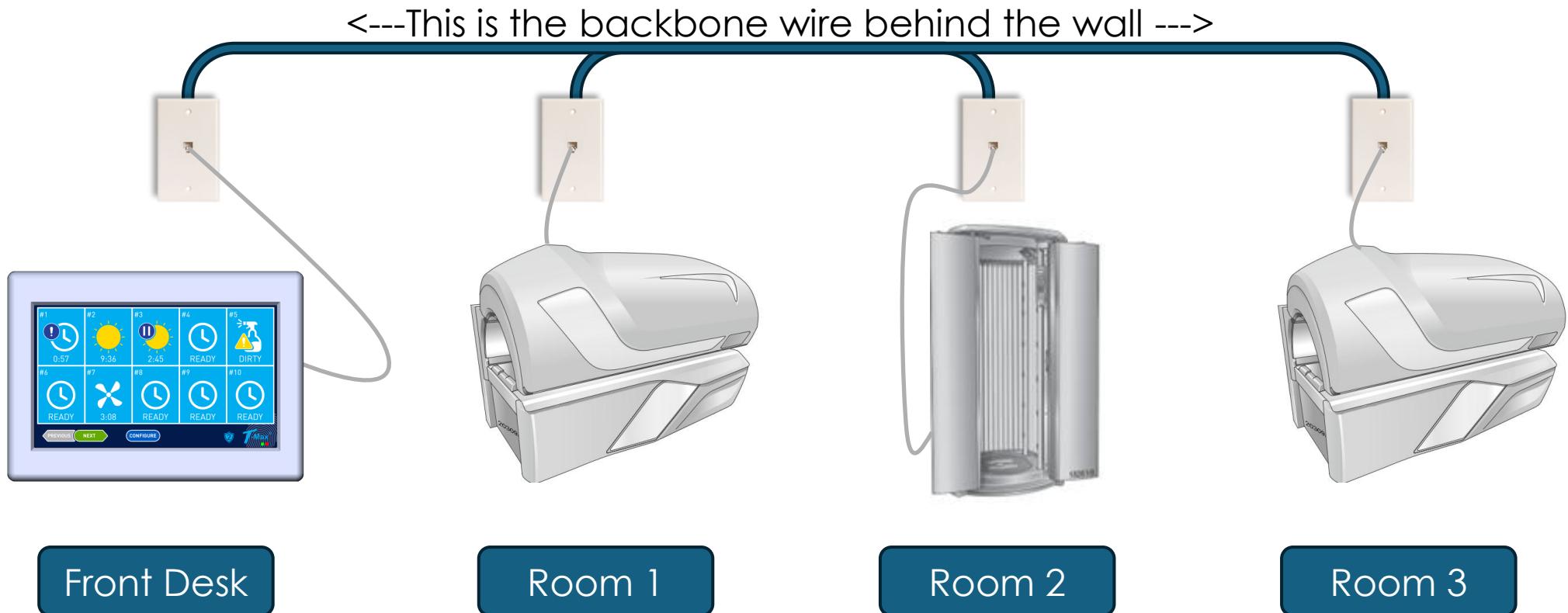
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**SunLync**

# Troubleshooting Wired Network

This backbone network uses flat phone cables at each timer and the T-Max Manager.



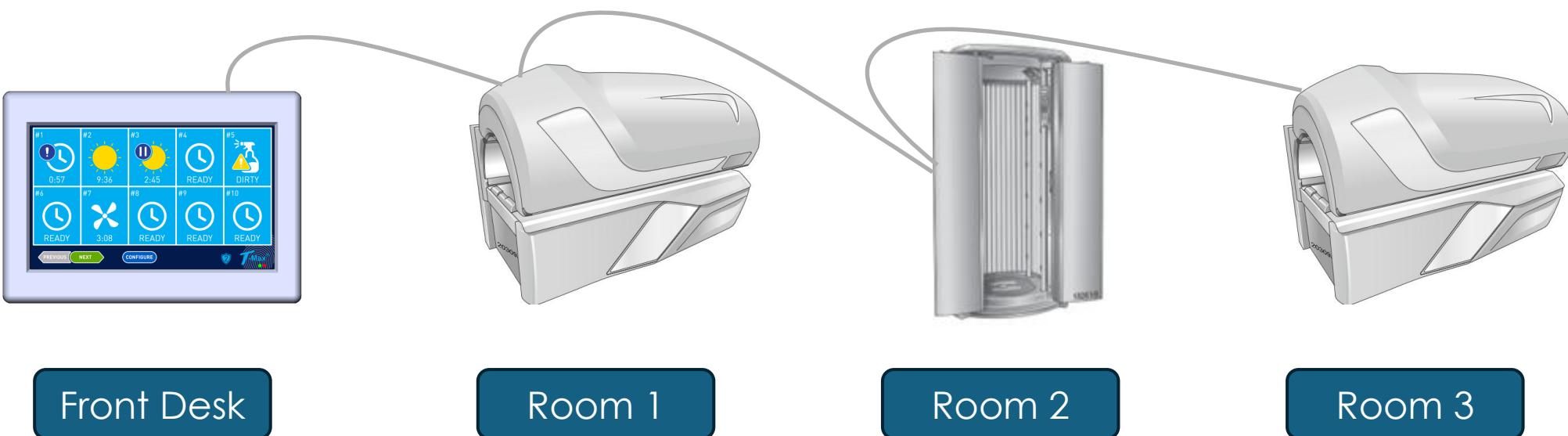
\*Daisy chained equipment directly plugs into each timer.

\*If any timer is unplugged, the following timers will no longer be on the network.

# Troubleshooting Wired Network

This daisy-chain network also uses flat phone cables at each timer and the T-Max Manager.

These are the daisy chain wires between front desk and each timer. If any timer is unplugged, the following timers will no longer be on the network.



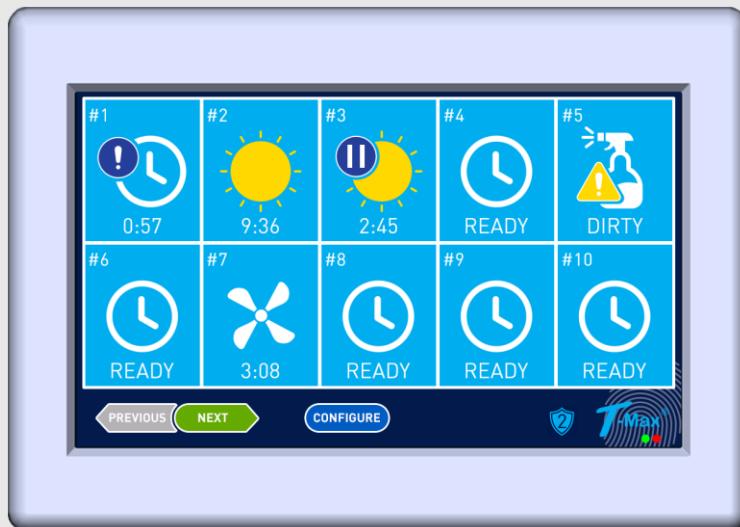
\*Daisy chained equipment directly plugs into each timer.

\*If any timer is unplugged, the following timers will no longer be on the network.

# Troubleshooting Wired 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.

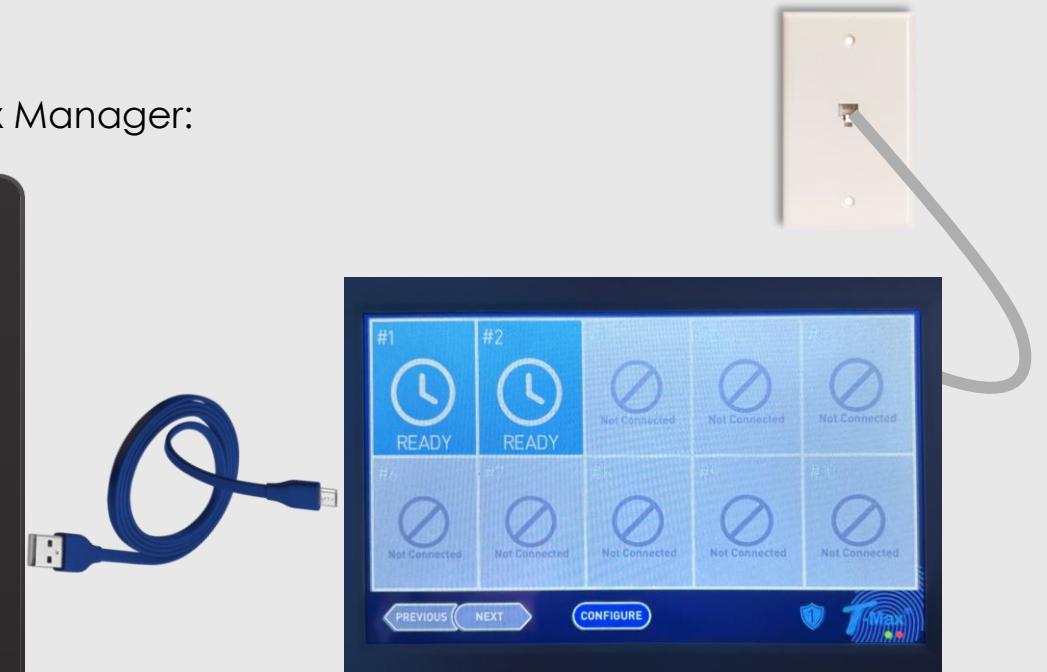
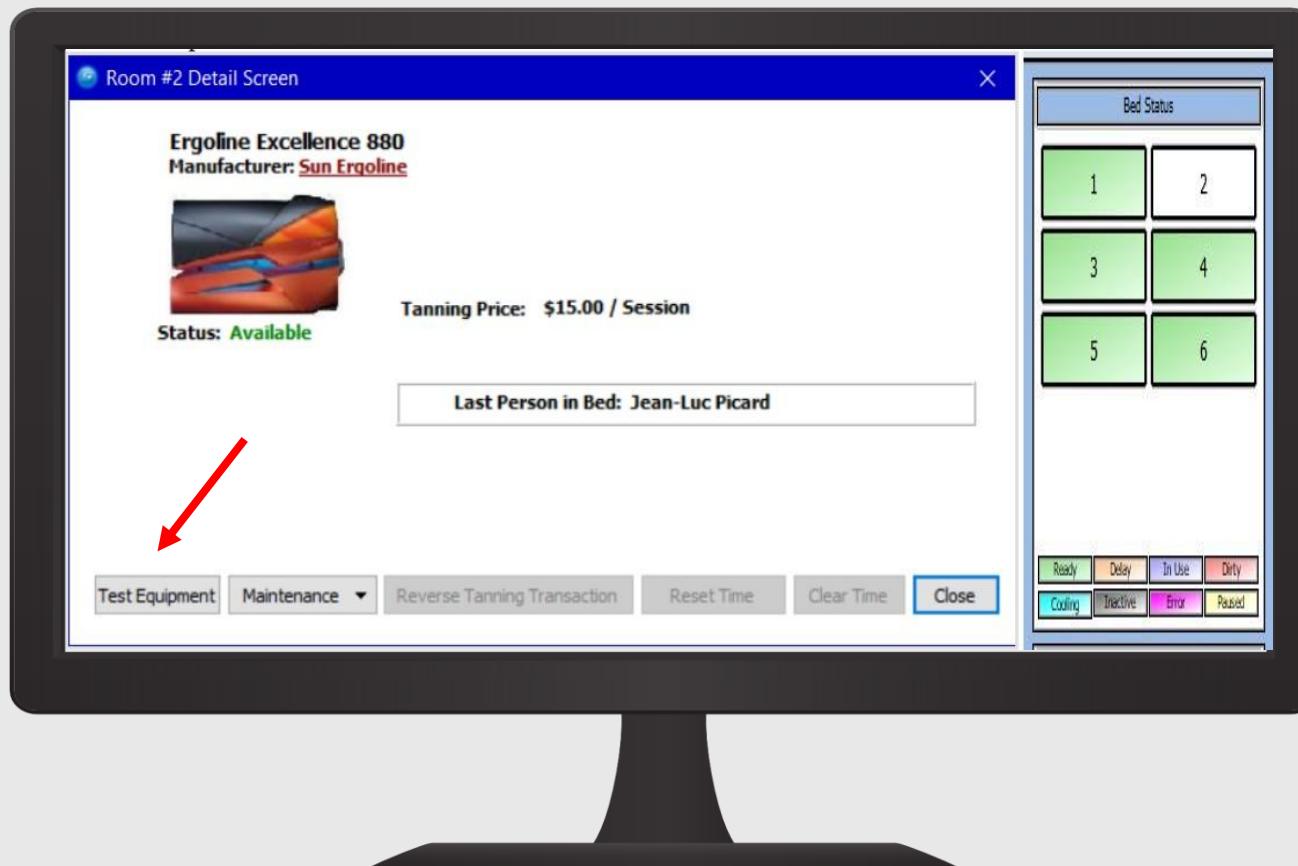


# Troubleshooting Wired Network

## The Workflow of Time Being Sent to a Timer

### Scenario 1:

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



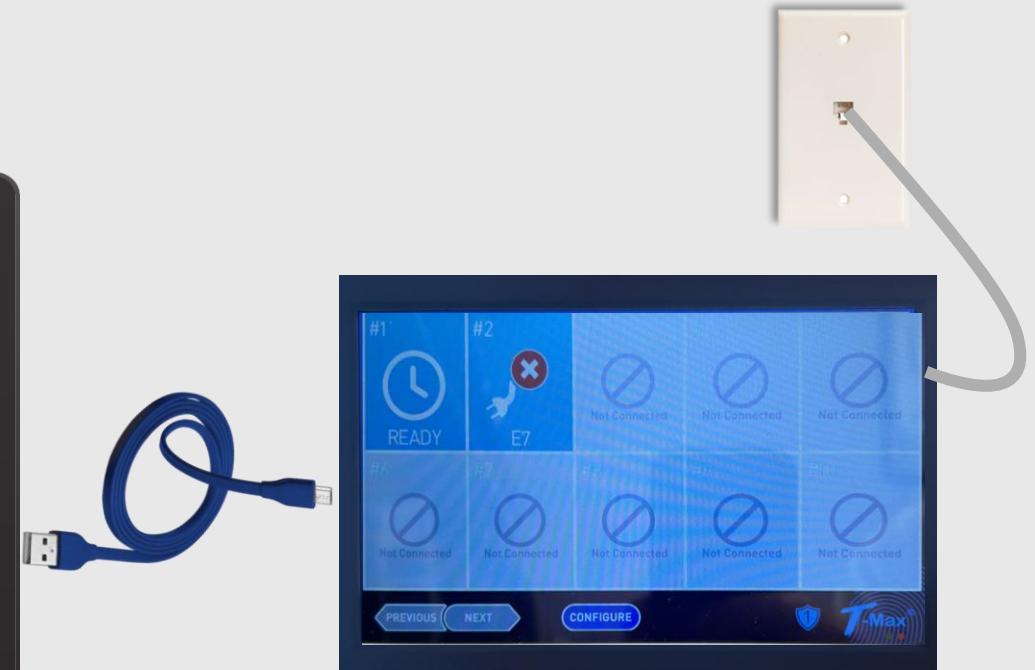
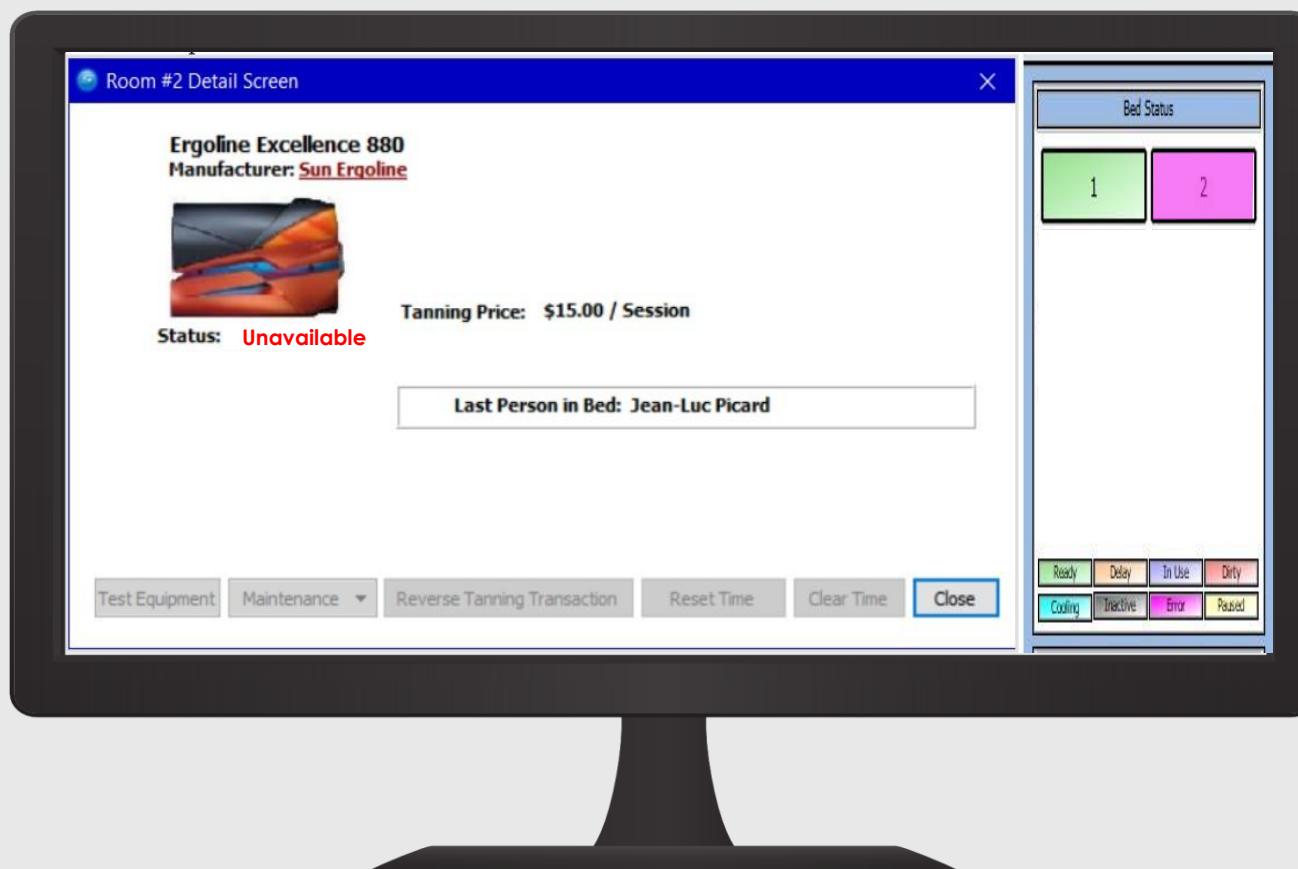
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# Troubleshooting Wired Network

## 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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# Troubleshooting Wired Network

## The Workflow of Time Being Sent to a Timer

### Scenario 1:

2. Time is sent to room using SunLync software on the computer and the bed is in delay mode until the customer gets inside the bed and presses the start button:

Standby → Delay\* → Start → Running



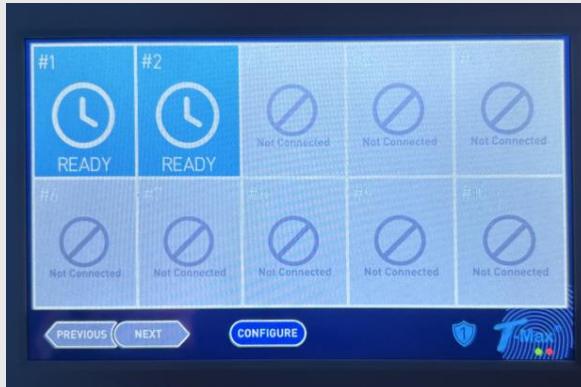
\*If the customer takes longer than the delay time, the bed starts automatically.

# Troubleshooting Wired Network

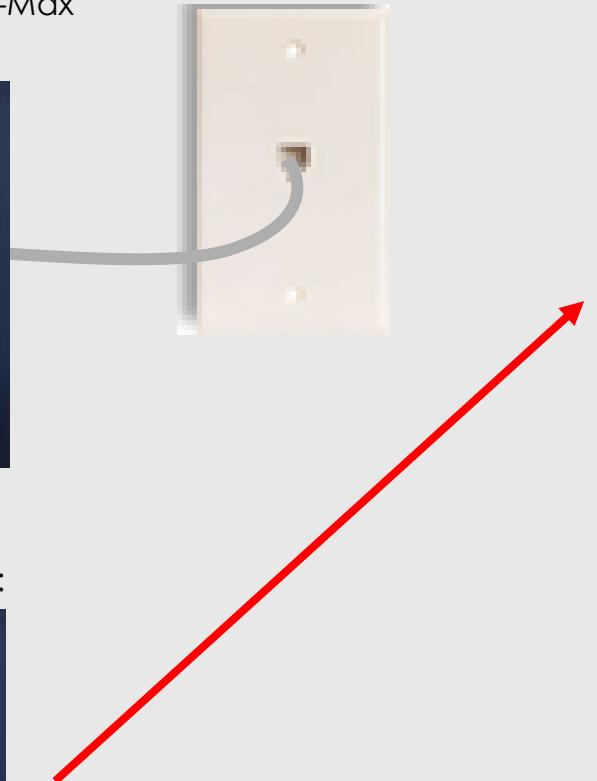
## The Workflow of Time Being Sent to a Timer Without software:

### 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 Wired 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 Wired Network

Timers that plug directly into wired T-Max networks:

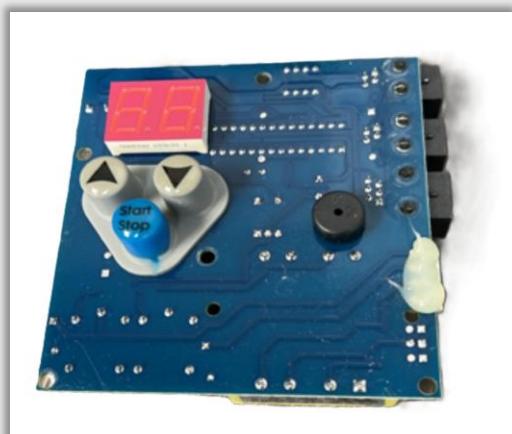
1. Timer Control Module (TCM):



2. T-Max G2 3W:



3. TMX005 Board:



Older style timers that still work great with T-Max Networks:

1. T-Max 3A:



2. Any Sundash or Ambition timer:



3. Intellitan 4-button timer:



**Do not attempt to plug a wireless antenna directly into these timers even if a port looks like it will fit! They need an G2 Power Injector.**

These timers use Intellitan protocol unless modified:

Any SIP-Series Timer or CCS



# Troubleshooting Wired Network

Managers that plug directly into wired T-Max networks:

1. T-Max Manager Touch



2. T-Max G2 3W:



3. T-Max Manager G2:



Older style managers that still work great with T-Max Networks:

1. T-Max 3A:



2. T-Max manager Pro:



These timers use Intellitan protocol unless modified:

Any SIP-Series Timer or CCS



# Troubleshooting Wired Network

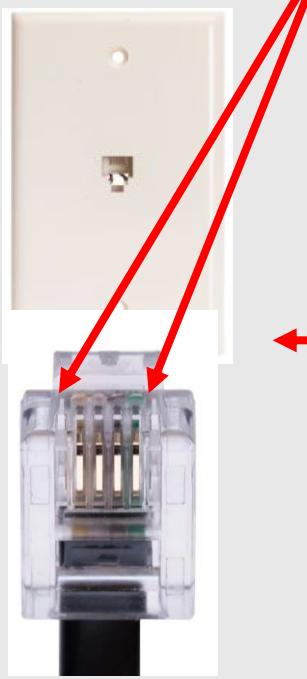
4-position  
4-conductor  
RJ22 phone cable\* -  
Plugs into TCM, TMX005,  
Timer,  
**All** T-Max Managers,  
Wall Timers (3A, G2/3W),  
**Top** of G2 power  
Injector.



\*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.



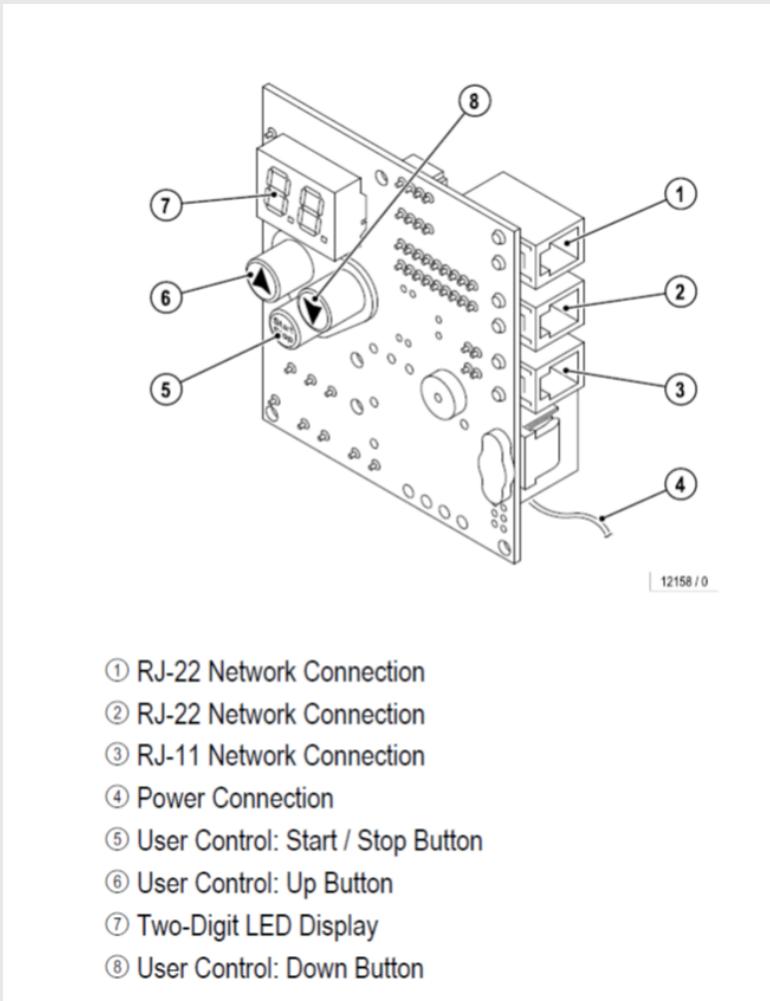
\*These 2 cables look very similar and will fit in the same port. The RJ12 has 2 extra contacts for power to the antenna.

6-position  
6-conductor  
RJ12 phone cable\* -  
Plugs into G2 Antenna,  
TCM, TMX005,  
T-Max Manager G2 and  
Touch, Wall Timer G2/3W,  
**Bottom** of G2 Power Injector.,.

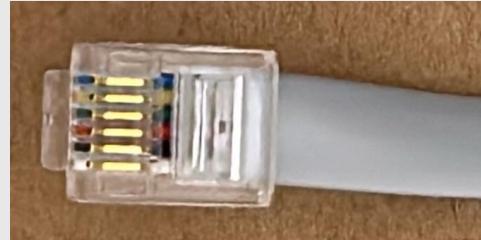


\*Is included with wireless antenna PN 34002617 purchase and we do not sell separately.

# Troubleshooting Wired Network



Network Port Info:

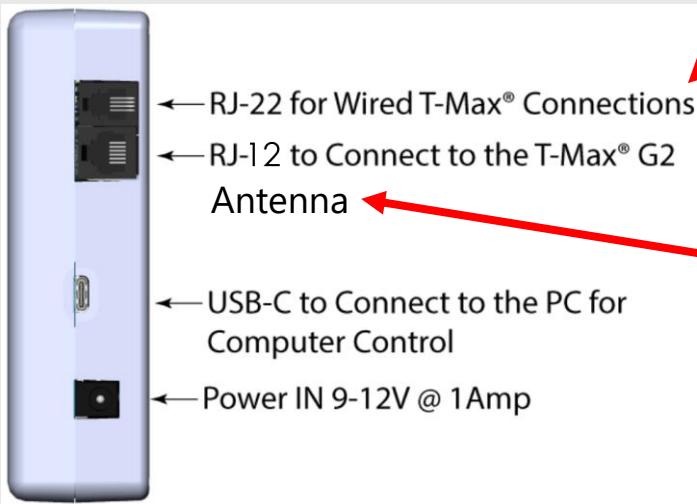


Positions 1 or 2 = RJ22 only.

Position 3 = Wireless RJ12 **only**.

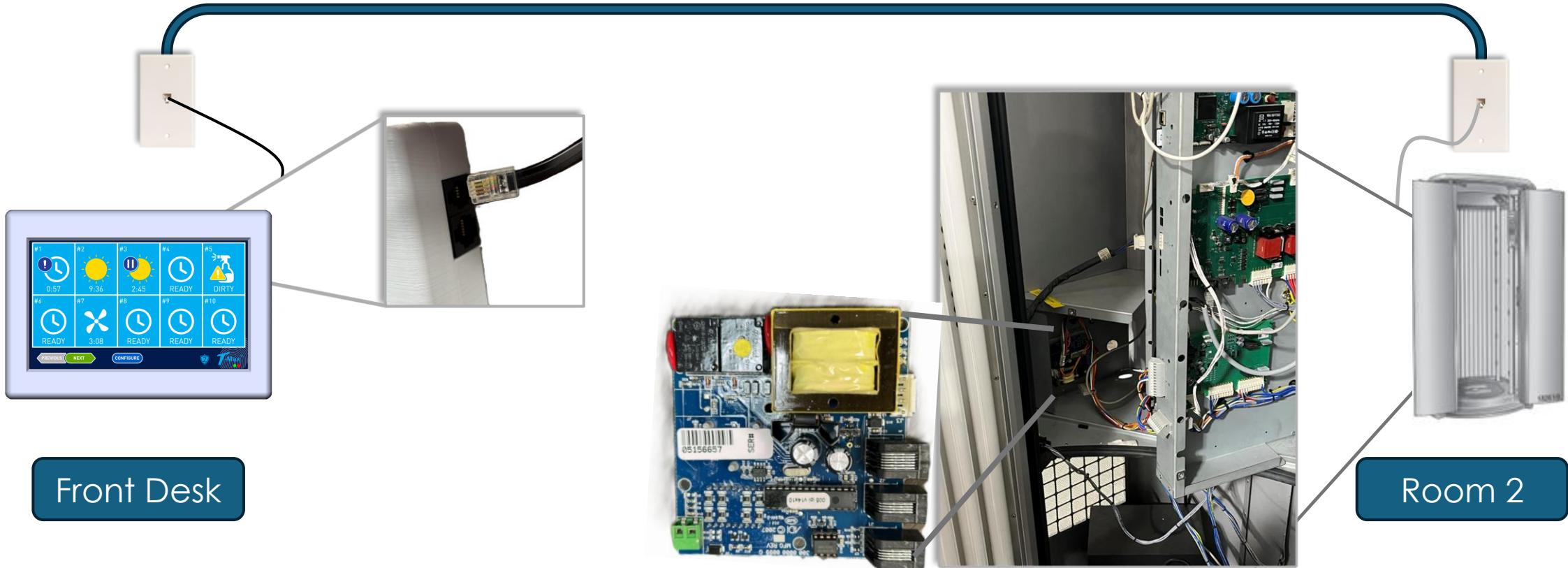
# Troubleshooting Wired Network

## Network Cable Info:



# Troubleshooting Wired Network

These are the places the backbone or daisy chain network cables plug in.

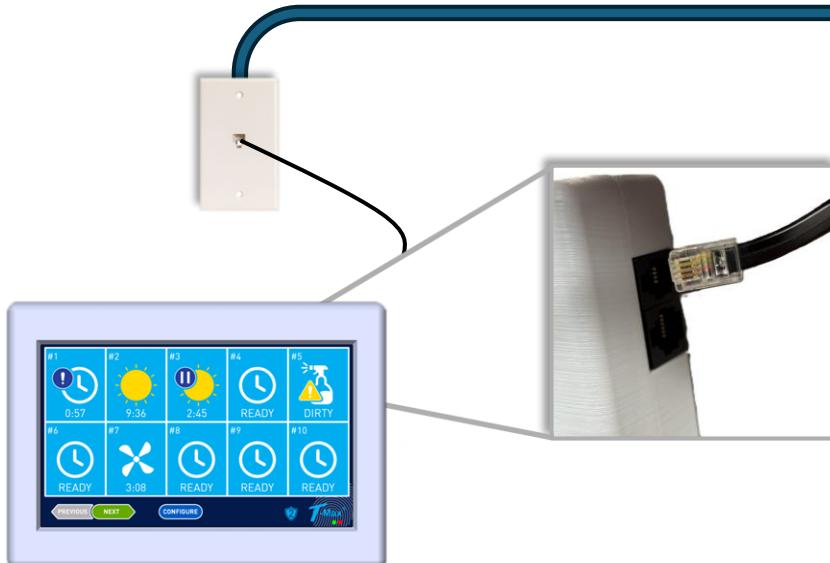


Front Desk

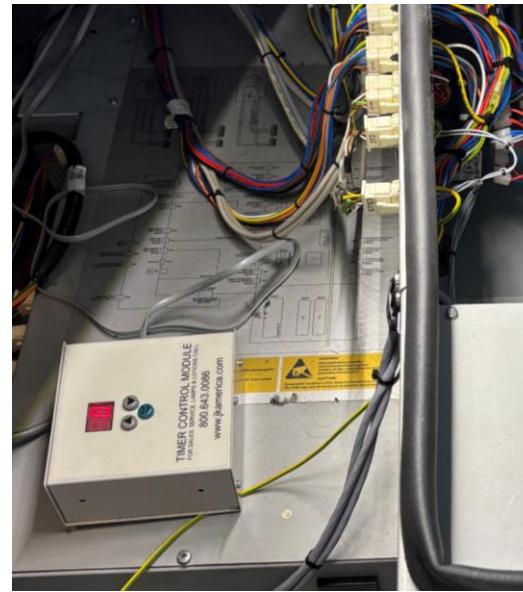
Room 2

# Troubleshooting Wired Network

These are the places the backbone or daisy chain network cables plug in.



Front Desk



Room 3

# Troubleshooting Wired Network

Timer Has Power and No Communication at Manager:

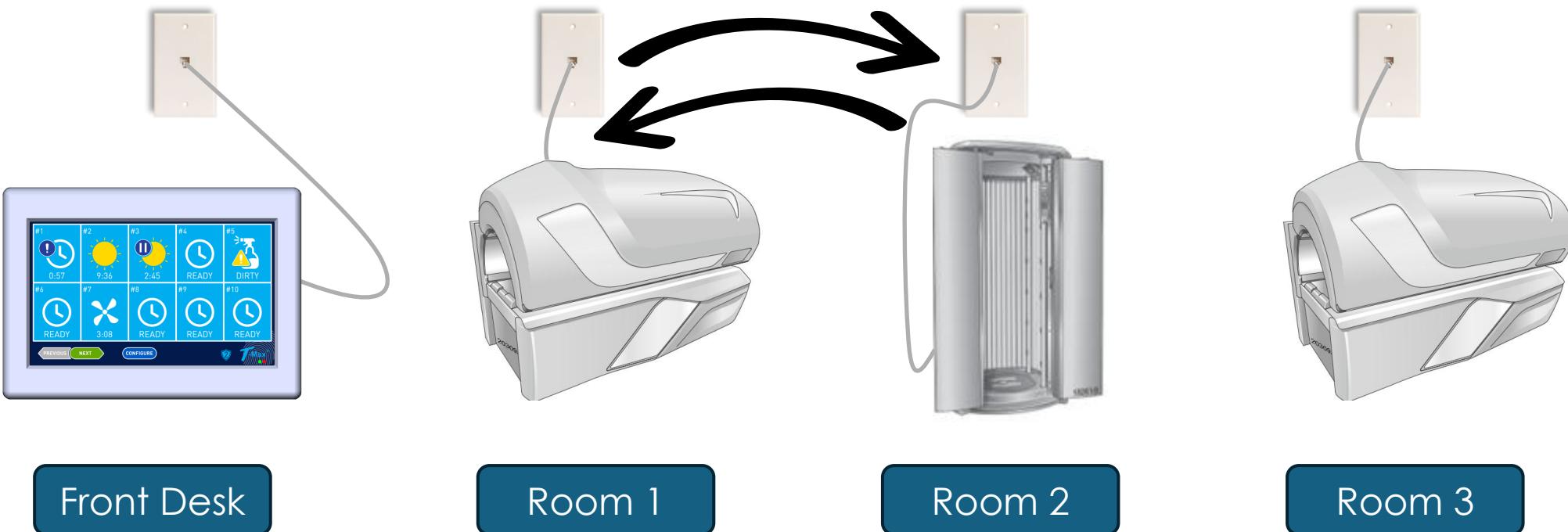
Rescan the T-Max Manager after each change to see results. [\(Click Here\)](#)

1. The equipment may have an error. (Clear the error)
2. The network cable is unplugged. (Plug it in)
3. The wrong port on the timer may be used. Use correct port. [\(Click Here\)](#)
4. The network cable is laying on top of or wrapped around electrical cords. (Untangle and separate communication wire from other cables.)
5. The timer has incorrect room address. [\(Click Here\)](#)
6. The timer has programming issue and needs reset. [\(Click Here\)](#)
7. The timer is damaged. (Swap or replace it) **(Power Off First)**
8. The cable is damaged. (Swap cable with working cable.)
9. There may be another timer programmed to the same room address. Unplug other rooms and rescan Manager. [\(Click Here\)](#)
10. The T-Max Manager may not be scanning enough rooms. [\(Click Here\)](#)
11. The timer will only show 91. (Replace timer) **(Power Off First)**
12. The timer communication chip is bad and needs to be replaced. (Replace communications chip inside timer.) **(Power Off First)**
13. P13 exceeds setting of 10 = 94 on timer, E4 on front desk Manager controller. Master reset timer. [\(Click Here\)](#)
14. Pair each unit with individual 3A or 3W wall timers at front desk. Front desk address is .0 "zero" and room address is always .1"one" [\(Click Here\)](#)
15. Someone has used the Auto- Address feature and multiple rooms need to be readdressed. [\(Click Here\)](#)

# Troubleshooting Wired Network

This system uses flat phone cables at each timer and the T-Max Manager.

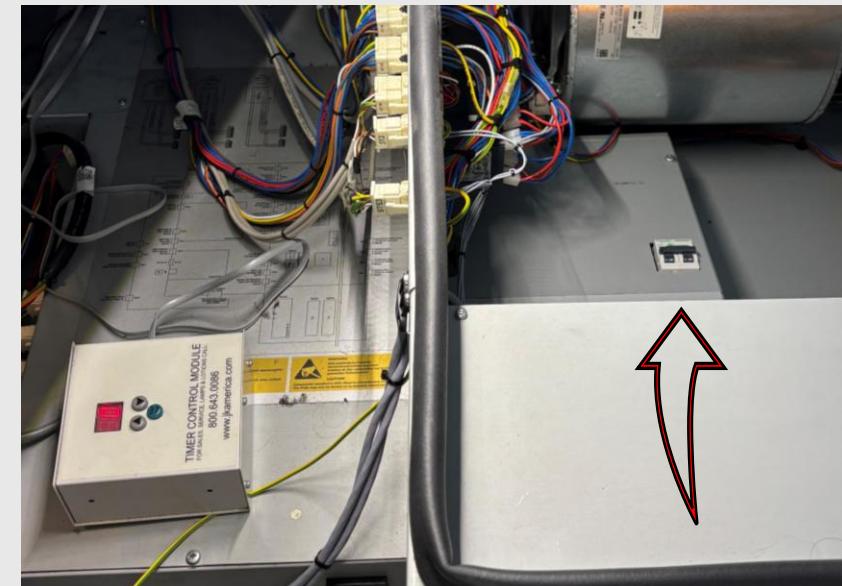
If the parameters are correct, the issue may be the communication cable. Try swapping just the cable with a known working room. Rescan the T-Max Manager after each change to see results.



# Troubleshooting Wired 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. The timer is damaged. (Swap or replace it) (**Power Off First**)
5. The power cable is damaged. (Swap timer working timer.) (**Power Off First**)
6. For equipment specific solutions. ([Click Here](#))



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# Troubleshooting Wired 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 Wired Network

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

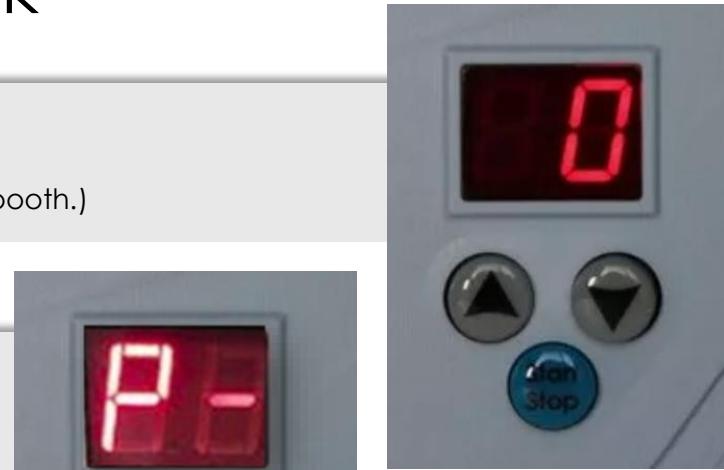
6. All Passions w/ 3-Button display, All Soltron Equivalent:
  1. **Check incoming voltage at X1 terminal. Remove front lower decor and lower the center front access panel at the base of bed.**
  2. **Check K2 relay for proper voltage and function inside tower.**
  3. **Check connections on bed hour 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 Wired Network

How to check and correct 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.)

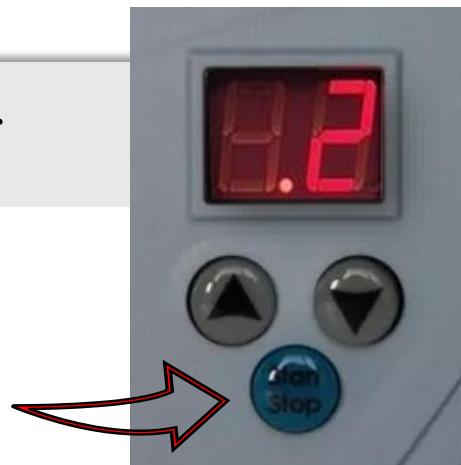
1. Press and hold the up arrow and the start button at the same time until the letter P- flashes.



2. Release both buttons. The display shows .1



3. Press the start/stop button once.



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on next page

# Troubleshooting Wired 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.

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

The room address is correct. (Swap cables)

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.



List continues  
on next page

# Troubleshooting Wired Network

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 Wired Network

How to master reset the timer:

If the up arrow does not change the address, the timer is on the network.  
(Unplug timer 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)



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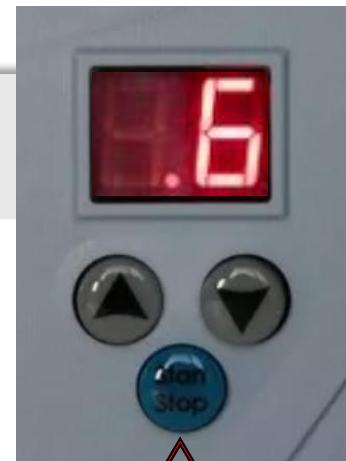
# Troubleshooting Wired Network

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: (Write them down)



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



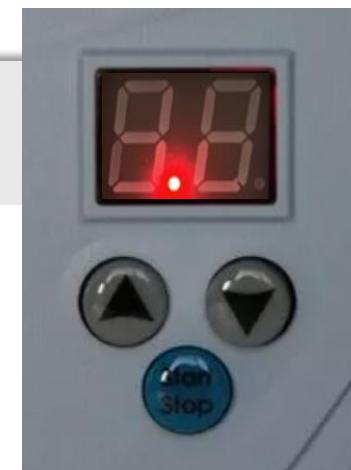
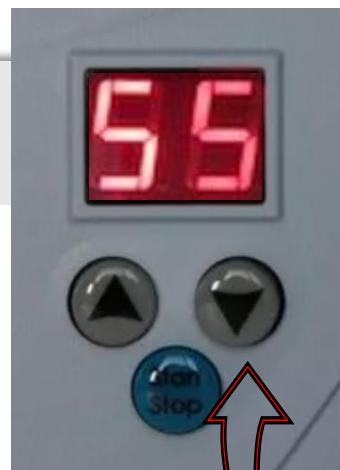
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# Troubleshooting Wired Network

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).



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# Troubleshooting Wired 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  
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# Troubleshooting Wired 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 Wired Network

How to program the timer after a master reset.

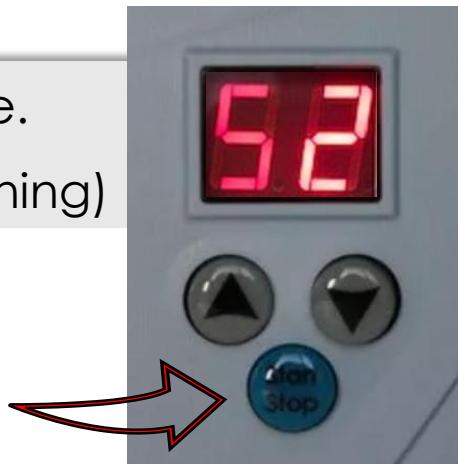
15. Press and **hold** the up arrow and the start button **at the same time** until the letter P- flashes and changes to .1



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  
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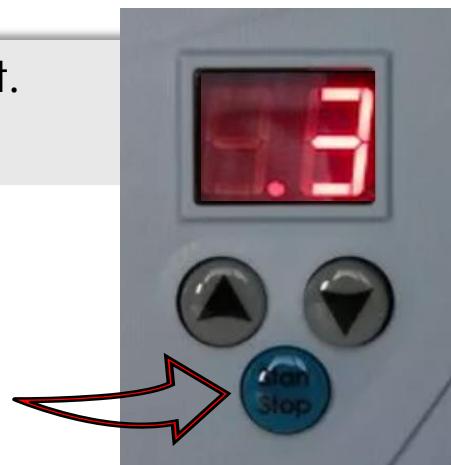
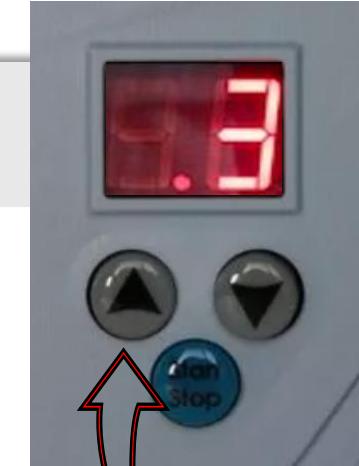
# Troubleshooting Wired Network

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)



List continues  
on next page

# Troubleshooting Wired 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  
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# Troubleshooting Wired 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.



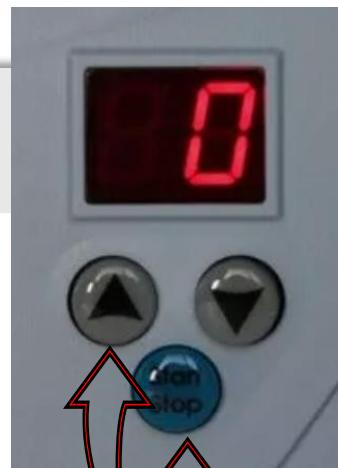
29. Press the up arrow to **1.3** (solid)

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 Wired 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)



List continues  
on next page

# Troubleshooting Wired Network

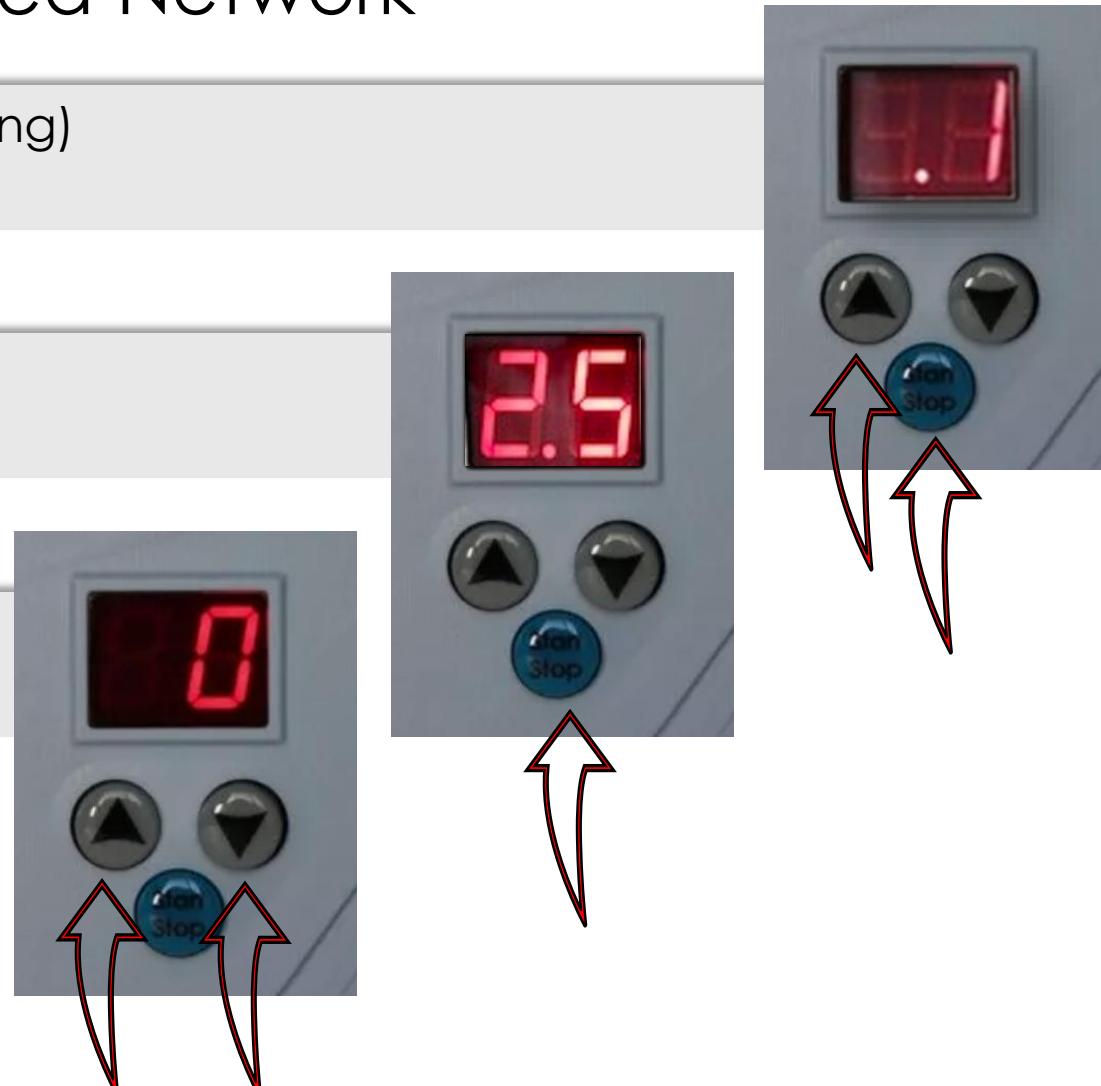
37. Press the Start/Stop button. The timer shows .0 (flashing)
38. Press the up arrow once to change to .1 (flashing)

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 cable and rescan the T-Max Manager. [\(Click Here\)](#)

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



# Troubleshooting Wired Network

## T-Max Manager Touch Settings:

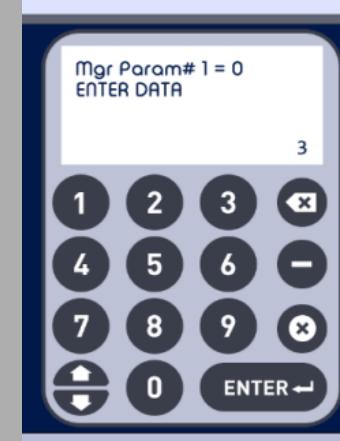
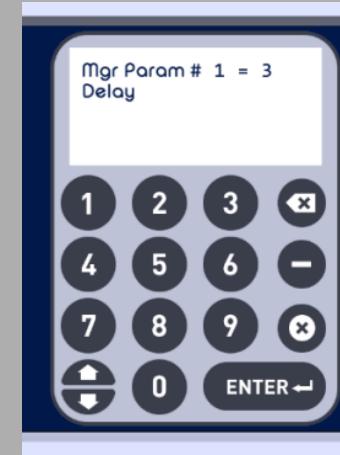
**The following procedure may correct:**

**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 Wired 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 Wired 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:

If the unit starts early or will not start until the delay runs out, check Delay Time and Auto Start:

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 amount of rooms under Display 3.



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

